



# Backup Express

## Success Story: Leading North American Insurance Company After Rigorous Testing, A Leading Insurance Company Selects Backup Express to Protect Five Terabytes of Data Each Day

### Organizational Profile

- Provides health plans to employers and individuals

### Business Needs

- Reduce the amount of time involved with backups
- Complete daily backups of five terabytes of data
- Find one solution for both UNIX and Windows platforms
- Back up Windows clusters and Oracle databases

### Environment

- Windows, AIX, HP-UX, Sun Solaris and P690
- Remote site Windows clusters
- EMC Connectrix SAN
- Oracle database
- StorageTek I5500 with 3000 tape slots

### Benefits

- Easy-to-use and intuitive management interface reduces time spent on backup processes
- Fast backups completed within daily windows
- Runs on UNIX, Windows, Linux, and NetWare, providing seamless, consistent functionality across all platforms
- Provides superior clustering and SAN support

*"Since we've had Backup Express, we've had three disaster recovery tests. Each of them was a success as well. We had no problems at all."*

Production Control Analyst

### The Challenge:

A leading North American insurance company needed to find a new data protection solution to protect data on 231 servers, both UNIX and Windows. The UNIX systems are a mix of AIX 4.3 up to 5.2, P690s, HP-UX 11.0, and Sun Solaris 2.6 and 2.8. The Windows systems are a mix of NT4, Windows 2000 and Windows 2003, and include two-node Windows clusters. An EMC Connectrix storage area network (SAN) is used to back up the data from the servers to a StorageTek L5500 robotic tape library with 3000 tape slots. The L5500 tape SILO runs using STK ACSLS. The company also has six remote sites containing two to four Windows servers that are backed up to an IBM 3581 with one LTO drive. They were previously using separate backup products for UNIX and NT but wanted to consolidate the procedures to one solution. After an intensive evaluation period was completed, the company selected Backup Express from Syncsort Incorporated as the best solution for their environment.

### The Solution:

While implementing Backup Express, the legacy backup software was to be phased out in stages because of the large number of servers. Each week, the team responsible for making the change would confirm which servers were going to switch to the new solution. The original implementation plan was to complete the conversion of the old solutions to Backup Express gradually over a two-month period, allowing them to test each system before moving on to the next. Subsequently, the team was told that they had one week to show they could recover every Oracle database in order to comply with government regulations. Restoring the databases using multiple solutions wasn't feasible, so the group quickly abandoned the old software and used Backup Express to run all the recovery tests. The Senior Oracle Database Administrator adds, "We tested almost 95 percent of our Oracle databases and were successful. Since we've had Backup Express, we've had three disaster recovery tests. Each of them was a success as well. We had no problems at all."

### The Benefits:

The company now fully utilizes Backup Express to complete their UNIX base backups of approximately five terabytes of data each business day and additional data during the weekend. The data consists of Oracle 8i and 9i databases, financial information, claims, and data warehouse information. There is also approximately a terabyte of individual imaging and rates files. The backup window during the week is from 5:00pm to 8:00am the next day. The UNIX Administrator points out, "Because we do a 2:00am sync-up, some Unix backups don't start until 2:30am, and they have to be finished by 8:00am."

For their Windows systems, the company completes differentials during the business week and base backups over the weekend. In addition, the company backs up data from six remote sites using single-drive auto loaders and an IBM LTO drive. The average base backup on the Windows cluster takes about 8-10 hours. If a node fails within a Windows cluster, the Windows clustering software will seamlessly transfer all applications and resources to the next physical node. Backup Express will sense this transfer and automatically fail over, continuing the backup job uninterrupted.