



# Backup Express

## Success Story: VDAB

After Evaluating All Leading Products, VDAB Finds that Backup Express Is the Only Solution to Truly Support Novell NetWare Clusters

### Organizational Profile

- Founded in 1989 to assist jobseekers in Belgium
- Offers career guidance and training courses

### Business Needs

- Back up 500 gigabytes of data in a NetWare cluster
- Improve the performance of the daily backups

### Environment

- Windows 2000 master server
- Four node NetWare 6.5 cluster
- HP MSA1000 SAN
- HP MSL5026 SDLT tape library
- GroupWise and eDirectory

### Benefits

- Found that Backup Express was the only solution to truly support NetWare clusters
- The restore process was very easy with Backup Express.
- Backup Express increased the speed of the backups.

*"On paper, all companies say they support Novell clusters. But in real life, they don't. The only software that actually does it is Backup Express."*

Ludo De Pauw  
IT-IS  
VDAB ICT

### The Challenge:

Located in Belgium, the VDAB (Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding) is committed to providing the best possible assistance to all jobseekers in the country during their searches. This includes offering career guidance as well as training courses on everything from PCs and welding to languages and fork-lift trucks. The VDAB continuously optimizes its services through the most current communication technology including common media, the WIS kiosks, the Call center and the Web. The organization also utilizes state-of-the-art technology in its central offices in Brussels to help run its operations. This includes a four node NetWare 6.5 cluster, which is connected through a Fibre switch to an HP MSA1000 SAN with one terabyte of storage. Also connected to that Fibre switch is an HP MSL5026 SDLT tape library, which has two SDLT drives and a capacity of 24 SDLT 110/220 GB tapes.

500 gigabytes of data need to be backed up daily in this environment, which became a challenge. IT-IS Ludo De Pauw explains, "Although many of the leading products promised to fully support Novell clustering, we found that once we evaluated them, they did not work." When a computer unexpectedly fails or is intentionally taken down, clustering ensures that the processes and services being run switch to another machine, or "fail over," in the cluster. This happens without interruption or the need for immediate user intervention.

Ludo then heard about Syncsort's Backup Express at Novell's Brainshare Conference and decided to test the solution in VDAB's environment. "On paper, all companies say they support Novell clusters. But in real life, they don't. The only software that actually does it is Backup Express."

### The Solution:

VDAB uses Backup Express to back up GroupWise e-mail, eDirectory, and other files from approximately 400 users on the NetWare cluster. The master server is Windows 2000 and the backup window runs from 7:00pm to 7:00am. Full backups of the 500 gigabytes of data on the cluster are completed daily, well within the backup window using Backup Express. The data is stored on the SDLT tapes for 30 days.

### The Benefits:

Backup Express delivers the best clustering support for Novell NetWare servers on a SAN. It supports automatic failover for both Active/ Passive and Active/Active clusters. The Backup Express GUI is cluster-aware, and intelligently displays the shared resources as one virtual entity. This greatly simplifies job management and ensures that the data is not backed up multiple times.

Along with the ability to back up data in a Novell cluster, VDAB was impressed with the restore capabilities of Backup Express. Ludo adds, "We've found that the restore

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process is very easy with Backup Express. In fact, we have a group that maintains an Arcserve site at VDAB, and the one thing that we have common is eDirectory. If they want to do restores of eDirectory objects, they come over to us. That's because by the time they open the management consoles and scan tape, we have already restored the object using Backup Express. Whether we want to restore a file or a user, all we have to do is just browse it, click it, and select "restore." It takes longer to actually mount tape in a drive then it does to restore the object using Backup Express. It's the fastest restore of the lot."

Ludo also praised the help he received from Syncsort's technical support group. "During the installation phase, we had to contact technical support with a couple of questions. We were impressed with the quality and speed of the support. When we were testing other backup products and we had to contact the vendors about the problems we were having with Novell cluster support, they would either hang up the phone or would tell us to figure out the answer on our own."

Another benefit that Ludo experienced after implementing Backup Express was the improved performance. The backup speeds were much faster and completed well within the daily backup window. In addition, he only has to dedicate approximately five hours per week to handling the backup and restore processes. Eventually, he also plans on utilizing remote backups, which Backup Express allows him to do. And since it's scalable, he'll be able to quickly and easily add as many sites as necessary to provide VDAB with the data protection it needs.

### About Backup Express:

Backup Express is a high-performance enterprise data protection solution with innovative technology and manageability for UNIX, Windows, Linux and NetWare environments. Backup Express is the only solution that integrates heterogeneous snapshot, image and rapid recovery options, supports any combination of UNIX, Windows, NetWare, Linux and NDMP/NAS in a SAN, performs backup of all data directly across the Fibre network, dynamically shares all drives, supports all NDMP incrementals, and controls this entire enterprise environment with a single catalog and browser-based GUI. Backup Express's distributed architecture allows it to utilize any storage device in the network regardless of platform. For more information, call 201-930-8200 or visit [www.syncsort.com](http://www.syncsort.com).