



# Backup Express

## Success Story: KarstadtQuelle Versicherungen

### Germany's Karstadt Quelle Versicherungen Performs Fast and Trouble-Free Backups of Five Terabytes of Data Per Week

#### Organizational Profile

- Germany's leading direct insurance company

#### Business Needs

- Achieve fast, reliable backups and restores
- Back up critical data in a heterogeneous environment
- Provide NetWare clustering support

#### Environment

- 90 servers running Windows, NetWare, UNIX and Linux
- Four-node NetWare cluster
- STK L180 tape library with 7 drives and 140 slots
- SAP, Lotus Notes and Oracle databases

#### Benefits

- Offers high-performance data protection for UNIX, Windows, Linux and NetWare environments
- Provides superior NetWare clustering support
- Backs up five terabytes of data per week
- LAN-free backups alleviate network traffic

*"Backup Express has provided us with many advantages which now allow us to successfully manage our heterogeneous enterprise."*

Michael Weyer  
Project Manager  
KarstadtQuelle Versicherungen

**The Challenge:** Offering insurance products for people in the second half of their lives to its 2.6 million customers, KarstadtQuelle Versicherungen is Germany's leading direct insurance company. To consolidate three data protection environments into one heterogeneous NetWare, UNIX and Windows enterprise with more than 1200 users, the company started to search for a new data protection solution. Among the criteria to be fulfilled were performance, support for a variety of operating systems—including NetWare—and clustering support.

**The Solution:** After considering solutions from Legato, Veritas, and IBM, the company purchased Backup Express from Syncsort Incorporated. The deciding factors for the IT team at KarstadtQuelle Versicherungen were the ability to successfully manage a heterogeneous enterprise environment and the capacity to achieve the best performance for backups and restores. These conditions were met in a series of tests the team conducted with the onsite help of Syncsort's technical experts.

The product did well on the Novell clustering side. Backup Express also proved its worth when it came to fast backups and restores. In one instance, a throughput of 55 MB/per second was attained on a server running NetWare. Another selling point for Backup Express was the fast response times from Backup Express Technical Support and the high quality of service the support staff provided.

**The Benefits:** Backup Express currently runs on a SUSE Linux master server, and is backing up data to an STK L180 tape library with 7 LTO2 tape drives and 140 slots. The tape library resides on the McData SAN, and LAN-free backups are regularly conducted to lighten network traffic. Full backups are performed once a week, while differentials are done on the other six days. The data is from Oracle, SAP, SAS, Lotus Notes, NetWare and other applications, and currently totals about five terabytes per week. One of the criteria successfully met with Backup Express is support for clustering. The environment now features a four-node NetWare cluster set in an active/active configuration, something which affords Karstadt Quelle Versicherungen high availability. Project Manager Michael Weyer expresses satisfaction in his choice of the Syncsort product saying, "Backup Express has provided us with many advantages which now allow us to successfully manage our heterogeneous enterprise." After using Backup Express in production for several months Michael Weyer and his team are satisfied with their decision. He adds: "The performance of the backups is good, the use of Backup Express is easy and if we have questions we get quick answers from a competent tech support team."