

Haribo enhances its data protection capabilities and enables rapid restores

Working with CVSI to deploy IBM Tivoli, BladeCenter and System Storage technologies



Overview

The Challenge

As its UK business expanded, Haribo was finding it difficult to protect a growing volume of business data. Completing its existing backup processes took up to nine hours each night – any further growth and the backup window would begin eating into the working day.

The Solution

CVSI, an IBM Business Partner, helped Haribo select a solution based on IBM Tivoli® Storage Manager FastBack®, running on an IBM BladeCenter server. Four times a day, the solution takes snapshots of Haribo's Microsoft® Windows® file servers, replicates the data seamlessly to an IBM System Storage® DS3300 system, and then copies it off-site to a CVSI data centre.

Haribo is one of Europe's best known confectionery companies. Founded in Germany in 1920, the company has grown to become one of the largest manufacturers of gums and jelly sweets in the world, with manufacturing sites and sales offices throughout Europe, as well as Australia and the United States.

In the UK, Haribo employs over 500 people at its main office in Pontefract. Day to day operations are supported by a number of different IT systems, including ten Microsoft Windows file/print and network servers that run on IBM BladeCenter hardware in the company's data centre.

Dealing with data growth

“As the company grows, the volume of data we need to manage grows with it,” explains Kevin Waring, IT Manager at Haribo UK. “This growth in data volumes was creating a number of challenges, and the most urgent one related to our backup environment. We were backing up all our file servers to LTO2 tape every night, which meant taking systems offline for up to nine hours. We were concerned that if data volumes continued to increase, the backup window would start overrunning into business hours.”

Manual backup process

Backing up data to tape each night was also inconvenient from an operational perspective, as the IT team had to manually change tapes, move them off-site and recycle them every two weeks. If a file needed to be recovered, the team first had to locate the correct tape, then bring it back on-site, and finally restore the data from it – which could be a lengthy process.

“We wanted to find a better solution, and our first idea was simply to accelerate the backup process by buying a faster tape drive,” comments Waring. “But when we consulted CVSI, our main infrastructure partner, we started looking at the problem from a different angle: instead of trying to shrink the backup window, we decided to find a way to eliminate the need for offline backups completely.”



Benefits

- Eliminates the nine-hour backup window completely, enabling Haribo to keep its systems available to users 24/7.
 - Provides near-instant restoration of files (or even whole servers) to any recovery point from the previous 40 days.
 - Enables 'bare-metal' restores, avoiding compatibility issues if Haribo decides to move to a different hardware platform.
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“Instead of the old manual restore process, Tivoli Storage Manager FastBack makes it literally a point-and-click operation.”

Kevin Waring, IT Manager at Haribo UK

Building on a strong partnership

CVSI, an IBM Business Partner with extensive experience in business continuity and disaster recovery solutions, recommended implementing a comprehensive data protection solution based on IBM Tivoli Storage Manager FastBack® that would create snapshots of the file servers and replicate the snapshot data to an IBM System Storage DS3300 disk system. The snapshotting process can be performed without taking the production systems offline, which means that the backup window is completely eliminated.

“We went ahead with the implementation and decided to install the Tivoli software on a spare blade in our existing BladeCenter environment, so the new solution fitted in well with our existing server architecture,” says Waring. “In fact, from the hardware point of view, all we needed to do was expand our existing DS3300 storage system with an expansion unit and some high-capacity SATA drives – so the whole project was very cost-effective. CVSI did an excellent job on the implementation, and we have had no problems with the solution since it went live.”

Improving RPO and RTO

Haribo is now able to take snapshots of its Windows file servers four times a day, and keep copies of its data for up to forty days – a marked improvement on the previous regime of once-a-day backups that were only kept for two weeks. Haribo’s IT team can now restore a file (or even a whole server) from any of these recovery points within minutes.

“Instead of the old manual restore process, Tivoli Storage Manager FastBack makes it literally a point-and-click operation,” comments Waring. “And if, for example, one of our servers fails completely and we need to restore a whole system onto new hardware, there’s no problem: the Tivoli software can perform bare-metal restores, so we don’t have to worry about compatibility issues.”

Philip O’Neill, Managing Director of CVSI, adds: “For a support company like CVSI, the ability to recover servers on dissimilar hardware gives us great flexibility, and provides customers with a fast recovery for critical applications.”

Solution Components

Hardware

- Tivoli Storage Manager FastBack
- IBM BladeCenter Server
- IBM System Storage DS3300 system

Services

- Requirements Gathering
 - Design
 - Consulting
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An end-to-end service

For added resilience, Haribo's snapshots are copied off-site to a CVSI data centre overnight, safeguarding the data in the event of a disaster at the company's main site.

"We appreciate the service that CVSI provides – they're not just selling us hardware, they provide a genuine end-to-end service," concludes Waring. "With Tivoli Storage Manager FastBack, we now have a comprehensive data protection solution that will keep our systems and data safe even as the business grows."

For more information

To learn more about IBM software and hardware, contact your IBM sales representative or visit: ibm.com

To learn more about products, services and solutions from CVSI, visit: www.cvsi.co.uk

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Kevin Waring, IT Manager at Haribo UK





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