

CUSTOMER CASE STUDY

COMPANY OVERVIEW

Communications solutions provider.

BACKUP APPLICATION

Symantec™ Backup Exec™

KEY BENEFITS

- 90 percent reduction in full backup times
- Instantaneous restores
- Complete reliability

Optelecom Connects with New Levels of Backup Performance and Reliability

Optelecom-NKF is a leading provider of high-performance communication platforms. This global company designs, manufactures, and markets innovative solutions for transporting data, video, and audio over Internet, Ethernet, and fiber optic networks. When rapid expansion through both internal growth and external acquisition tripled the company's data volume in one year, Optelecom implemented a SEPATON® S2100®-ES2 virtual tape library (VTL) for an industry-leading data protection solution.

Optelecom's network and data resources were centralized in its Maryland headquarters. They used a single tape drive accommodating nine tapes to perform backups for offices across the US and in the Netherlands and UK. Backup tapes were sent to a third-party off-site storage location for disaster protection.

THE ENVIRONMENT

Optelecom's first challenge was getting their backup and restore times under control. Reducing their backup time was especially important given the international nature of Optelecom's business. "Our weekly full backups were taking about 48 hours for 300 GB of data from our ERP, MRP, and CRM systems," said Tony Gaeta, Director of IT Operations. Even though backups were performed on weekends, denying network access to end users for so long was a problem.

Optelecom's data restoration time was also unacceptable. Their off-site tape storage vendor required up to three hours to retrieve backup tapes. In addition, their lengthy backup time did

not allow time to make a second set of tapes for rapid onsite access.

Optelecom's next challenge was to meet regulatory requirements. As an ISO 9001-certified manufacturer, they needed to ensure continuous availability of their business-critical applications and data. As a publicly traded company, they also needed to comply with stringent Sarbanes-Oxley Act requirements for disaster recovery and data retention.

Optelecom also wanted a solution that would work with their existing backup restore application and would minimize their media management tasks. "Our old tape library was very labor intensive and prone to human error," said Gaeta.

THE SOLUTION

Optelecom considered several options for meeting their data management needs, including adding tape drives to their existing system.

"More tape drives didn't make sense for us," said Gaeta. "Even if I had ten tape drives, the slow speed would still tie up our network for too long." In contrast,



"Our philosophy of service to users of Optelecom's network and applications is anywhere, anytime, anyplace. With the SEPATON S2100, we can deliver on that promise, while increasing user confidence in data availability."

Tony Gaeta
Director of IT Operations
Optelecom-NKF

CUSTOMER CASE STUDY

“I just configured a SEPATON appliance and let it go,” said Gaeta. He also tested a SEPATON system at Optelecom’s Maryland data center. The SEPATON system’s simplicity and “hands off” management was very important to Gaeta. “I have only two people to manage 32 servers,” he said. “The last thing I needed was an ongoing maintenance and management headache.”

Optelecom purchased a SEPATON S2100 VTL configured with three virtual drives, 25 1-GB virtual tapes and 3 TB capacity. “The S2100 was surprisingly easy to implement. The system was up and running in about an hour,” said Gaeta. “It took less time to configure the S2100 than it did to rack it.”

“The S2100’s ability to emulate nearly any tape drive and to work with a variety of backup software was terrific,” Gaeta said, noting that the S2100 required no changes in user behavior or backup software. Optelecom currently uses Veritas Backup Exec™ software. “To Backup Exec, it was just another media pool. The S2100 looks just like a regular tape library to the software.”

To minimize network utilization, the SEPATON S2100 was connected to a dedicated backup server, which is also linked to Optelecom’s existing tape library. This configuration allows Gaeta to create backup tapes for off-site disaster recovery and data archiving without clogging the network or affecting access to business applications.

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THE RESULTS

“The SEPATON system reduced our full backups by almost 90 percent. We went from 48 hours for 300 GB to just four hours for 750 GB, while freeing the network for enduser access. Our restores have been just a few files at a time. But it’s almost instantaneous with the S2100.”

“The S2100 has also had stellar reliability,” Gaeta said, noting that it has run without interruption since it was installed. While Gaeta says he is thrilled with the performance and reliability of the SEPATON VTL, he is even more pleased with the positive feedback he hears from Optelecom users since installing the S2100.

“Our philosophy of service to users of Optelecom’s network and applications is anywhere, anytime, anyplace,” Gaeta said. “With the SEPATON S2100, we can deliver on that promise, while increasing user confidence in data availability.” As a result of this success, Optelecom has since upgraded their system to a 7 TB SEPATON S2100 appliance.