

CommVault® Galaxy® Software Protects Research Firm's Most Valuable Asset: Their Research

QUICK FACTS

Industry/Solution:

- Financial services, Broker-dealer, Research

Platform/File System:

- Microsoft Windows Server 2003

Applications:

- Microsoft SQL Server
- Microsoft Exchange

Partner Hardware:

- 4 HP ProLiant DL380 g3 servers, 3 DL380 g2 servers
- Overland NEO 2000 tape library
- Overland Loader Xpress tape autoloader

Challenges:

- Provide easily managed, reliable backup solution
- Remotely manage backup for satellite office
- Protect mission-critical Microsoft Exchange e-mail
- Protect valuable and difficult to recreate research data

Solution:

- CommVault Galaxy Backup & Recovery

Benefits:

- Simplified, centralized, easy-to-manage backup
- Remote backup management of second site from primary site
- Fast, reliable restores
- Reduced administrative time for backup
- No need to swap tapes
- Responsive CommVault technical support

Customer Profile

American Technology Research (ATR) is a 47-person research firm that provides independent and focused research on information technology, healthcare, and defense companies for institutional investors. The employee-owned firm has headquarters in Greenwich, Connecticut, and offices in San Francisco and Denver. The Connecticut office has both a research team and the firm's trading desk; the trading desk facilitates trades for customers, but the firm's primary focus is the work of their research team of experienced analysts with strong technical backgrounds. ATR's research is done primarily in San Francisco.

Data Management Environment

The majority of ATR's IT resources are in the Connecticut office, where they are needed to support the trading desk. The firm has a dozen servers in the Connecticut office and additional servers in the San Francisco office. The firm's mission critical servers are the Microsoft Exchange e-mail servers and the file-and-print servers in the Connecticut and San Francisco offices. Backing up these servers is one of the primary responsibilities of IT Manager Steve Goldman, who describes himself as "a one-person IT department" and someone who necessarily appreciates products that do the job without taking up a lot of his time.

For backup storage in Connecticut, ATR has an Overland NEO 2000 tape library with two LTO2 tape drives and 28 media slots. In San Francisco they have smaller Overland library with one LTO2 drive and 11 tape media slots. The firm uses CommVault® Galaxy® Backup & Recovery software to protect their mission critical data.

Protecting Data that Can't be Replaced

ATR's backup strategy focuses on protecting their highest priority functions: their communications (on the Exchange servers) and their product (on the file and print servers). The file-and-print servers are mission-critical because that is where the research analysts keep their work. "With the research analysts, it is critical to make sure that their models and their research data are backed up. If a research analyst comes to me and says, 'I wiped out a report on my laptop, but it is on the server. Can you get it back for me?' With CommVault Galaxy, I know I can say, 'Yes.' I can just roll back to the file on the server, and here it is. The research is the result of a huge amount of work. The models are based on the expectations for a technology stock. They are based on a lot of research, and the unique personal knowledge and experience of the analyst. It takes a huge amount of time and effort to pull it all together and collect it in a form that our clients can use to make decisions. What would it take to recreate that work, even if you could?"

While the need to protect the research data and findings is very specific to ATR's business, the need to protect the Exchange server is practically universal. As Goldman says, "Microsoft Exchange is mission critical because e-mail is a big part of how we operate or how just about any business operates."

Backup Routine is Simple

ATR backs up the mission-critical servers in Connecticut and San Francisco with weekly full backups on the weekend, during off hours, when fewer people are in the offices. "During the week, people tend to be on the systems almost any time of day," says Gold-

man, "so it doesn't make sense to shut down for backup." They back up the servers direct to tape, and the weekly full backups total about 200GB at each site each week.

An Opportunity to Start from Scratch

ATR has used CommVault software since the firm opened its doors. When ATR went into business in 2002 they had the unusual opportunity to start from scratch; choosing the best products on the market. For backup and recovery software, Goldman looked at the technologies available and found that the CommVault software suite was highly regarded by other end users and by major IT industry vendors. "CommVault's technology was the new up-and-comer with the cleanest architecture, the most automated solution, and the best management tools," says Goldman. "Everybody we talked to agreed that CommVault Galaxy was the best backup software, so we got CommVault Galaxy."

When they first installed CommVault Galaxy, ATR had an Exabyte VXA library for backup hardware, but the business grew quickly, and the backups got larger. Within a year they moved their Connecticut office to a bigger space, installed new servers, and bought an Overland NEO library with one LTO tape drive. They shipped the VXA to the San Francisco office, but before long they replaced it

with another Overland LTO library. That meant they could swap tapes or drives between the two offices if they needed to. At the same time they added a second LTO drive to the library in Connecticut.

"CommVault is Set it and Forget it"

Goldman's previous experience with a number of backup software products was that backup took a lot of management time and was not always as reliable as he would like. At their previous company, SoundView Technology Group, the ATR team used a combination of backup products, including Veritas Backup Exec. "My experience with Veritas was that the software did not perform consistently, and many times we did not have any good backups for the servers it was backing up." His experience with CommVault Galaxy has been different. "With CommVault software, it is basically set it and forget it," he says. "Once you set the backup schedule, backups run reliably and require very little management time. I review backups, usually on Monday mornings; I look at the status reports that the CommVault software generates, and see that everything ran cleanly. With other products, I had to manually check the status of each server to see if the process ran OK. With CommVault Galaxy it's easier. It's really very simple, and it is one thing I don't have to worry about."

ATR has Galaxy media agents in Connecticut and San Francisco, and their CommVault management console in Connecticut. "I love the idea that I have one CommVault console in Connecticut, and it controls all the backups here and in San Francisco. All the backups are visible, and I can monitor them from one screen right here."

Goldman also likes the fact that he now spends almost no time changing tapes. With the Exabyte library, he had to swap tapes about every other week. Now, with the LTO libraries, he hardly ever changes tapes. "For all practical purposes," he says, "I never have to change tapes." With 28 tapes in the library in Connecticut, using about one tape or less per week, by the time he gets through the rotation, and gets to tape #28, he can start again and overwrite tape #1. He only needs to change a tape if a tape goes bad, something which happens rarely.

Another rare happening is the need to call CommVault technical support. "I have called CommVault support less than once a year," says Goldman. That says a lot for the software's reliability. "When I have called, response has been very good. They walk me through the problem, which usually turns out to be a hardware problem, not a software problem."

www.commvault.com | 888.746.3849 | E-mail: info@commvault.com

CommVault Worldwide Headquarters • 2 Crescent Place • Oceanport, NJ 07757 • 732-870-4000 • Fax: 732-870-4525

Regional Offices: United States • Europe • Middle East & Africa • Asia-Pacific • Mexico & Latin America • Canada • India • Oceania

