

## CommVault Software Saves Time and Money, and Resources for Barona Valley Ranch

### QUICK FACTS

**Industry/Solution:**

- Hospitality

**Platform/File System:**

- Windows

**Applications:**

- Backup, restore, and archiving MS Exchange servers, SQL servers

**Partner Hardware:**

- EMC Clarion disk array
- HP/Compaq StorageWorks SAN, NAS and tape libraries

**Challenges:**

- Reliable backups
- Fast restores

**Competitive Challengers:**

- Computer Associates ArcServe

**Solution:**

- CommVault Galaxy Backup & Recovery
- Synthetic Full Backup

**Benefits:**

- Reliable Backups
- Reduced tape media consumption
- Consolidation of four tape libraries to two
- Reduced administrative costs
- Fast restores, including single-message e-mail restores

### Customer Profile

Barona Valley Ranch Resort & Casino is an amazingly diverse enterprise. Located just outside San Diego, Barona Valley Ranch Resort & Casino is owned by the Barona Band of Mission Indians and is located on a reservation that is part of the traditional lands of the Tribe's forefathers. Since its opening in January, 2003, the resort has quickly become one of the premier gaming resort destinations in Southern California. Barona Valley Ranch boasts a 400-room luxury hotel, 300,000 square foot casino, 2,000 slot machines, championship golf course which has been ranked the 4th best public-access course in California by Golfweek Magazine, and meeting space, and employs over 3,100 people. The IT Department at Barona Valley Ranch relies on CommVault Galaxy Backup and Recovery software, to protect the dozens of applications that keep this complex enterprise running smoothly.

### Data Management Environment

Set in a 1930's style California ranch, the Barona Valley Ranch Resort & Casino is a 21st century enterprise, competing in industries - hospitality and gaming - in which the constant flow of accurate, up-to-date information is a critical component of success. The centralized IT department is located on the resort property and has a staff of 70 people. "We have a huge range of responsibilities," explains Senior Network Engineer Paul Oakley. "IT is responsible for anything that is technology driven: all the gaming systems, slot machines, hotel reservation systems, online booking systems, audio visual setups for the convention center, 24-hour HELP desk."

Paul Oakley's group within the IT Department is the Network Technology Services Group. "We have about 60 servers, primarily Windows NT, 2000, and 2003," he explains. "That includes four Microsoft Exchange e-mail servers and 15 to 20 SQL servers. The SQL servers support tons of different applications.

For example, 'Daylight' is a convention center booking application. Another example is the uniform server. Everybody on the staff has a different uniform: groundskeepers, dealers, waiters, everybody. The uniform system keeps track of what uniforms are checked out, which ones are in the laundry, etc." The group's 60 servers support about 750 desktops, connected by a gigabit Ethernet backbone with 100 megabit Ethernet to the desktops.

The data storage infrastructure for the Network Technology Group includes a 12 terabyte (TB) EMC Clariion disk array, an HP/Compaq StorageWorks Storage Area Network (SAN) with a capacity of 1.2 TB, and an HP/Compaq StorageWorks Network Attached Storage (NAS) with a capacity of 800 gigabytes (GB), along with two HP/Compaq StorageWorks tape libraries for backup, with a total capacity of 4 TB. All of the servers are backed up with CommVault Galaxy Backup and Recovery software.

### Protecting Applications is Critical

For Paul Oakley and his team, the critical data protection issue is the integrity and availability of the many applications the Resort uses to run this multi-faceted enterprise. "If the software tools are broken, we will miss deadlines, not be able to resolve issues and make decisions," says Oakley. "For example, we have a player data warehouse application that draws data from all the gaming systems on player trends, what's being played. It supports the direction of marketing campaigns, provides demographic data, marketing data, types of players, helps figure out where and when to run advertising. This is how they get people to come here! The system can even track players and put up a map of player movement throughout the casino floor. That helps plan floor layout. It's a central place for reporting everything that happens on the casino floor. Keeping that and all our other applications up and running is important, and we depend on CommVault software to help us do it."

### Choosing CommVault

In March, 2004, Barona Valley installed CommVault Galaxy Backup and Recovery software, replacing Computer Associates ArcServe. Oakley and his team made the change to CommVault because, "ArcServe support was horrible, and the product was just unstable. Backups were inconsistent. One of CommVault's best selling points is the ability to do an MS Exchange backup down to the message level. With ArcServe, it was rare we were able to back up even a single mailbox. With ArcServe, the tape drives would just stop working, just stop talking to the software. That was not the fault of the tape drives; we're still using the same tape drives. The ArcServe jobs engine would just lock up. Our techs would go through hell trying to get it to work and complete the backups. We were spending hours and hours every day fixing and administrating ArcServe. Now we spend a few hours a week on backup, a big-time reduction in administrative cost."

### Consolidation of Resources, Reduced Tape Consumption

"Before we got CommVault software," says Oakley, "we were running off four tape libraries. After we got CommVault, we were able to consolidate tape storage to two libraries. CommVault made that possible. We went to a disk-to-disk backup scheme. First we do disk-to-disk backups, and then we can take all week if we want to back up from disk to tape. Now we always have two weeks of backups on line to do restores at the click of a mouse." The streaming capability provided by the CommVault Galaxy software has made it possible to drastically cut down on the amount of tape cartridges used. "We went from using 32 tapes for a full backup, with not all of the data getting backed up, to 24 tapes with every bit of data backed up," reports Oakley. "That's because we can fill the tapes up more completely, and we don't leave tapes partly empty. CommVault software lets us do the streaming. Reduced tape usage is a major

cost benefit, and something we had been getting a lot of grief about, because we had so much space left over on tapes. With CommVault, saving about eight tapes every week is a big savings; I estimate over \$5,000 a year just on tapes."

### Reliable Restores

The reliability of Galaxy backups has impressed Oakley. "Knowing that you can restore data if it's lost is a huge benefit," says Oakley. "We do restores all the time. The other day I accidentally deleted a file. I had it backed up and running in about 10 minutes. It was awesome. Recently we restored a Citrix server. Somebody had installed some tools on it that didn't work. In an hour we had the whole server up and running again. That was a full system restore of a server with about 8 gigabytes of data, in an hour."

Like most other organizations Barona Valley depends on e-mail communications. "E-mail didn't used to be so critical," says Oakley. "Now, we are brought to our knees if e-mail is down. Message level restores with Galaxy are great. Before, with ArcServe, to do a restore we'd use Microsoft Xmerge. That could take 18 hours, and it did a mailbox-by-mailbox restore. It was such a waste."

### Such an Improvement

Oakley and his team looked at a lot of storage management products before they chose CommVault. One of the biggest selling points for CommVault was the simplicity of the interface and the fact that the products are unified. "Everything we wanted was in one interface," says Oakley. "For example, the DataMigrator software. Legato has similar software, but it's not in the same interface, so you have to go someplace else to get it. With CommVault, it's all in one place."

With CommVault Galaxy installed, the backup routine at the Barona Valley Ranch has become much more efficient. "We do full backups, using

daily Synthetic Fulls to build weekly full backups. It has made such an improvement in performance for the servers. Our backup window is so much smaller. But for us the key factor is that, even if it took the same amount of time for the backup, with the Synthetic Fulls option in Galaxy, the impact on the server is reduced to only an incremental backup per day. We only have to pull the conventional full backup over the wire the first time a server is backed up. We don't have to pull 800 gigabytes from the NAS every week." For archiving, six weeks of weekly backups are retained, and end-of-months backups are kept indefinitely. Monthly backup tapes are kept in a separate building, but on the property, because Gaming Commission regulations require that data may not leave the property.

### Installation in a Rush

The installation of their new CommVault software became an unexpected challenge for Oakley and his team. "When we installed Galaxy, we had to go on-line a week earlier than we planned," he explains. "We weren't getting any backups done at all with ArcServe. So, rather than take hours and hours to fix ArcServe, we went on-line with Galaxy. The CommVault SE was not scheduled to come in until the next week, but we were able to get the system up and running with just the help of CommVault Tech Support over the phone, a week before the SE showed up. The CommVault Tech Support people did everything we asked. They didn't say, 'You're not supposed to be on-line yet.' They just pitched in and did it. We hit a few bumps, but mostly because I still didn't know everything about the product. That last week was supposed to be my planning week! Instead, I found myself planning on the fly. But CommVault Tech Support got us through it. Then the next week, when the SE came out, we just refined what we had already done. So the SE had an easy week at a great resort."

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