

## Borgata Hotel, Casino & Spa Depends on CommVault for 6,000 Backups Every Month

### QUICK FACTS

**Industry/Solution:**

- Entertainment & Hospitality

**Platform/File System:**

- Windows

**Applications:**

- Active Directory, MS Exchange, SQL Server, SharePoint Portal Server and Web Services

**Partner Hardware:**

- 3 IBM AS400
- IBM XSeries servers
- IBM FastT700 disk array
- IBM 3584 tape library

**Challenge:**

- Demanding 7-days-a-week backup schedule
- Need for reliable backups of critical databases
- Fast restores

**Competitive Challengers:**

- Veritas, IBM Tivoli

**Solution:**

- CommVault Galaxy Backup & Recovery
- AUX Copy

**Benefits:**

- Fast, easy restores
- Easy management of backups from one management screen
- Backups completed in available time

**Customer Profile**

One of the newest and most spectacular resort facilities on the East Coast, the Borgata Hotel, Casino & Spa in Atlantic City NJ features 2,000 guest rooms and suites, 125,000 square feet of gaming, 163 gaming tables, 3,600 slot machines, eleven destination restaurants, eleven retail boutiques, a 50,000 square foot spa, 70,000 square feet of event space, and parking for 7,000 cars. The company is also a highly automated enterprise, and has relied on CommVault software for data protection from the day it opened.

**Data Management Environment**

The Technical Services Department at the Borgata Hotel, Casino & Spa is in charge of all technology infrastructure, including 1,000 desktops, 70 Windows servers, three IBM AS400 computers, a network with 240 Cisco switches, voice pbx, and Web services. Storage infrastructure includes an IBM FastT700 storage area network (SAN) with a capacity of 2.5 terabytes, and an IBM 3584 tape library with eight LTO drives and 140 media cartridge slots.

CommVault backup and recovery software backs up the SAN, which stores 50 SQL databases and four MS Exchange Datastores. The SQL databases support many of the company's business operations, including the valet system that stores six pictures of every car on the property, HR systems, payroll, call center, wardrobe system with 4,000 garments, point of sale systems, Web site tracking, time clock system, catering, hotel sales, and meeting room scheduling.

**Close Integration with Microsoft Environment**

Borgata Hotel, Casino & Spa opened on July 3, 2003. The data center was built in March through June 2003, and CommVault software has been there right from the start. "We chose CommVault Galaxy as our backup, archiving, and recovery software for many reasons," explains Rich Rudzinski, IT Director, Technical Services Department. Rudzinski had good past experience with CommVault, and got strong recommendations from third parties. Most important, however, was the way CommVault software fit into their Microsoft environment. "We are a heavy Microsoft shop. We looked at Veritas and Tivoli, but we chose CommVault, because of how well it integrates with our Microsoft environment, including Exchange, SQL, and Active Directory. And CommVault continues to improve that integration. The latest agent we have is a SharePoint Team Services agent."

Close integration with SQL, for example, makes it easy to manage backups of the SQL servers. There is one Galaxy agent for each SQL server. One physical box might have multiple instances of SQL, but that one agent provides visibility on all of them, allowing a system administrator to monitor backups of multiple SQL databases from one screen.

Similarly, close integration with Microsoft Exchange makes it easy to do things with Galaxy that other backup systems can't do at all, such as recovering email down to the single message level. "The Galaxy Web browser lets you go in, see the subject line, to and from, get into the mailbox, point and click, and restore the message you want," says network engineer Carmen De Christopher. "The Galaxy management tools are very easy to use, with the look and feel of Windows Explorer."

Yong Chen, Borgata SQL Administrator likes the fact that the Galaxy SharePoint agent also offers the granularity that makes possible restores at the document level. SharePoint is used in a number of departments. For example, the call center uses SharePoint for their bulletin board, providing a single point where telephone staff can go to answer questions about restaurant menus, entertainment schedules, driving directions, and dozens of other topics.

CommVault also won on cost. Cost comparisons against Veritas and Tivoli showed that CommVault was the lowest-priced backup system they looked at, by about 25%. "Commvault was our first choice anyway," recalls Rudzinski, "but the cost advantage made the choice even easier."

#### **6,000 Backups Every Month**

Borgata Hotel, Casino & Spa is a seven-days-a-week working environment, and the backup schedule reflects it. CommVault Galaxy performs some 6,000 backup jobs every month in their Windows environment. SQL databases get daily full backups and incremental backups every two or three hours. The other servers, including Microsoft Exchange e-mail servers, get daily incremental backups and weekly full backups. The AuxCopy feature of Galaxy is used to make

duplicates of the primary backups, and the duplicates are sent off-site. Incremental backups are 300 to 400 GB daily, and weekly full backups are 2.1 to 2.8 TB.

The IT team plans to use CommVault DataMigrator to eliminate the use of PST files (personal email files) in Microsoft Exchange. PST files are on users' desktop hard drives, and are usually not backed up. DataMigrator allows users to easily establish rules for saving emails, and then automatically migrates emails to the SAN, where the files are automatically backed up and easily recoverable.

#### **When the Chips Are Down, Backup Is Critical**

"Backup is one of the most important things you do in operating a data center," says Rudzinski. "It's critically important, because without backup we could be in a situation in which we could not do all the jobs we need to do. We need to be confident that we will always be able to recover anything that's lost."

To the people who work with it every day, CommVault Galaxy has proven its value on more than one occasion. Lost executive emails have been quickly recovered on a number of occasions, recalls De Christopher. And SQL administrator Yong Chen points out

an instance in which an Active Directory Organizational Unit was accidentally deleted. "We were able to recover it with CommVault Galaxy," says Chen.

De Christopher adds, "Once we had to restore an entire MS Exchange Information Store that had been corrupted. We just went into CommVault, restored it, and it was back to work. What I like about CommVault is that once you restore something, you don't have any post-task cleanup. Because Galaxy is so integrated with Microsoft, everything just goes back together the way it is supposed to."

#### **CommVault Support Comes Through**

Rudzinski has been impressed by CommVault service. CommVault played an important role in the planning stages when the data center was being built. As the Technical Services team put together the specifications for the SAN configuration and the server clustering strategy, they called on CommVault to help plan the backup infrastructure, helping with issues such as what servers, other than the primary CommVault server, would act as media agents. CommVault has also helped make system upgrades go smoothly. "When we upgrade, we always get a CommVault engineer in to work with us. The payoff is simple; there is no downtime, and there are no lingering problems."

[www.commvault.com](http://www.commvault.com) | 888.746.3849 | E-mail: [info@commvault.com](mailto: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

