

## CommVault Helps SIG Keep Critical Financial Data Safe and Available

### QUICK FACTS

#### Industry/Solution:

- Finance

#### Platform/File System:

- Microsoft Windows 2000, 2003
- SUSE Linux
- Sun Solaris

#### Applications:

- Office automation
- Email and instant messaging
- Internally developed business applications

#### Hardware:

- Heterogeneous servers
- File servers
- Storage area network (SAN) with tape library

#### Challenges:

- Need to support backup for multiple operating systems
- Need for reliable business resumption
- Need for a consolidated, simplified enterprise backup solution
- Need for multi-tier storage solution

#### Solution:

- CommVault Galaxy Backup & Recovery
- AUX Copy
- Synthetic Full Backup

#### Benefits:

- Secure, stable backups for restores and business resumption
- Ease of management of a large network, visibility on data across mixed storage media
- Informative reports
- Synthetic Full backups to reduce backup window for large applications

### Customer Profile

Formed in 1987, the Susquehanna International Group of companies (SIG) is a leading institutional sales, research and marketing firm active in financial markets on five continents. With headquarters in Bala Cynwyd, Pennsylvania, SIG has more than 1,400 employees in research, sales, trading, and IT. The firm has offices in the U.S., Europe, and Australia.

### Data Management Environment

SIG's primary data center supports a wide range of business applications, including office automation, email, and instant messaging, as well as internally developed trading applications, all within a heterogeneous environment with multiple operating systems. The firm manages its large-scale information storage capacity in a multi-layer environment that includes clustered file servers and near-line storage for long-term data retention.

### Choosing CommVault

SIG has depended on CommVault Galaxy software for backup and recovery since 2001. Before that, they used a variety of backup products, including different products for different operating systems. Due to the firm's growth, SIG looked for a tool that could provide an enterprise level backup environment utilizing state-of-the-art storage and library architectures. The firm looked at a number of data protection software vendors, including CommVault. According to Richard Cappellano, global head of infrastructure, "We make value-based vendor decisions. We liked CommVault because it is dedicated to the backup space, and we liked its multiple-platform and remote backup capabilities."

As a result of its evaluation, SIG chose CommVault and installed the CommVault software in December of 2001. "The transition to CommVault went very well," recalls Cappellano. "They provided us with very good support during the implementation phase. CommVault is concentrated on the enterprise

level backup space, they have a focused development and support organization, and they did the job well."

### Backup Focus is on Business Resumption and Application Availability

SIG backs up its file and database servers from the servers to a tape library attached to a storage area network (SAN) used exclusively for backup. Explains Cappellano, "All critical data goes primary NAS storage and near line storage, then to the SAN for backup to tape and magnetic media for offsite purposes."

SIG has two primary objectives for backup. The first is to provide support for business resumption. Says Cappellano, "Business resumption is a critical priority. The data needs to be backed up and sent off-site." To achieve this goal, SIG does incremental backups during the week and full backups over the weekend, using both conventional full backups and Galaxy Synthetic Full backups, which reduce the time needed to complete backups of the larger environments. SIG uses CommVault AUXcopy to make copies of the backup tapes as required for business resumption purposes.

SIG's second data protection objective is application availability and redundancy. For its most critical applications, SIG performs disk-to-disk snapshots as required each day using "snapshot" software. "CommVault is very well integrated with the snapshot methodology, so we can use CommVault for management access to the snapshots," says Cappellano. "We use the snapshots for analysis and for data recovery if necessary, without interrupting access to the production data set."

### CommVault Knows Where the Data is

CommVault software also helps SIG manage its critical data. Says Cappellano, "Market data is used for making trading decisions. If the business requires a data point in a critical

time frame, we need to know the quickest route to that data, no matter where it is... on tape, on disk, on site or off site. If it's on a file server, we want to know about that quickly so we can restore it quickly. Typical backup software is stuck to a specific tape drive; it is device-centric. If we have the data on different file servers around the U.S., we need quick location identification. CommVault is not device-centric, it's information-centric, so it can provide that intelligence. We have a significant amount of data and we need to know where it is at a moment's notice. That's the additional value CommVault brings to us."

**CommVault Delivers a Stable Environment and a Positive Relationship**

For SIG, CommVault provides a stable operating environment, supports multiple platforms, and delivers reliable backups. And CommVault management tools allow SIG to manage it all on a single, centralized management console. Says Cappellano, "We can see everything from one place. CommVault provides reports every day that gives us the information we need." CommVault also delivers a working relationship that SIG

values. Says Cappellano, "We have found that CommVault is a vendor who values us as a customer, and one that we can work with to our mutual benefit. We prefer a situation where we have a mutual relationship with our vendors. We provide CommVault with functional feedback, and they use it to improve the product. The relationship works for both companies."

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