

CommVault Galaxy Helps Keep Data and Juice Flowing for Welch's

QUICK FACTS

Industry/Solution:

- Food/Beverage

Platform/File System:

- Windows
- Linux

Applications:

- Microsoft Exchange
- Microsoft SQL
- Cognos
- Demantara
- Trove
- Oracle

Partner Hardware:

- Dell
- EMC Clariion CX600 SAN
- IBM 3584 tape library

Challenges:

- Fast growing data storage
- Labor-intensive, difficult to manage backup process monopolizing management time
- Frequent backup failures
- Difficult restores process

Competitive Challenger:

- Veritas NetBackup

Solution:

- CommVault Galaxy Backup & Recovery
 - AUX Copy

Benefits:

- Cut management time from 4-5 hours per day to 30 minutes per day
- Automated reporting frees backup administrators from manual reporting
- Fast, easy restores, including message-level email restores
- Hot database backups allow 24x7 access to critical databases
- Disk-to-disk backup reduces time critical servers are tied up doing backups

Customer Profile

Welch's is the world's leading producer of juices, jams and jellies made from Concord and Niagara grapes grown only in the United States and part of Canada. Welch's is the food processing and marketing arm of The National Grape Cooperative Association, Inc., a 60-year old, grower-owned agricultural cooperative with 1,300 members. Welch's headquarters are in Concord, Massachusetts, the home of the Concord grape – America's premier native variety. The company employs 1,380 people at its U.S. facilities.

Data Management Environment

Computing resources at Welch's centralized IT facility in Concord include an IBM mainframe, an IBM iSeries computer, 160 Windows servers, and 40 Linux servers. The Intel hardware is primarily Dell 6600, 6650, 6800, and 6850 servers. Most of the servers are attached to an EMC Clariion CX600 Storage Area Network (SAN) equipped with a Cisco Director Series switch and an IBM 3584 tape library with eight drives and 280 slots. CommVault Galaxy backup and recovery software, backs up all Windows and Linux servers and critical applications, including Oracle and Microsoft SQL databases, Microsoft Exchange email, and numerous business applications, such as Cognos, Demantra, and Trove.

Data Drives the Business

Jacob Matusevich is Manager of Network and Server Technology in Welch's Concord data center. His job is to make sure that the information systems that keep Welch's products moving on and off supermarket shelves across North America are up and running and secure. He relies on CommVault Galaxy as one of the tools that help keep Welch's business data safe and available. He says "The information being backed up is important, because our day-to-day business

relies on order entry, payments, and financial data that are needed 24x7. IT helps Welch's sell more grape juice. We help users create reports that tell us what parts of the country are buying what products, what consumer trends are emerging. To know this, we need to keep our finger on the pulse of sales information every day. The data we protect also helps make the products. Production employees punch in and out digitally; payroll needs that data so people can get paid, and it needs to be backed up. All our recipes and ingredients are stored on a database, with information on every batch of a product and exactly how it was made. All that information is backed up so we can go back and get it if we need to. If we sustain a data loss, we must be able to recover quickly to run the business."

At the same time, the amount of critical business data is growing steadily. Five years ago, Welch's full backup was 800 gigabytes (GB). Now it is 4 or 5 TB – five times as much, and it grows daily. Explains Matusevich, "We keep the old data and add new data every day, and technology makes it easy to keep the data. Meanwhile, we are constantly adding new applications. The new applications improve business intelligence and generate new kinds of valuable reports, but these reports are very large, and create new storage demands."

Backup Becomes a Problem

Welch's had been using Veritas Backup-Exec backup software, and were satisfied with it. However, by 2004 the company needed additional capabilities, including in-line copy capability (the ability to make a backup tape and then make a fast streaming in-line copy), that were not available with BackupExec, but were available with Veritas NetBackup. So Welch's migrated to NetBackup.

The change had a dramatic impact. "NetBackup turned me into a virtual slave," says Matusевич. "I had to spend a huge amount of time baby-sitting backup jobs. Jobs would say they were running and backing up, but they were not. It took lots of my time. I could have lived with that, but even with all the time I was putting in, we were not getting quality backups. The product lacked support, and it was complicated and not user friendly. The move to NetBackup was not satisfactory: we could make the in-line copy we wanted, but now the first backup was not working!"

Finding CommVault

Matusевич came across CommVault for the first time at the EMC conference. When he described his problems with NetBackup, someone asked that he look at CommVault. Matusевич researched CommVault, liked what he saw, and initiated the process of switching over to CommVault and abandoning NetBackup. "It was a costly step, because we had already paid for NetBackup, so we were paying for two backup systems," recalls Matusевич. "But it was the right thing to do. The situation with Net Backup was intolerable."

Welch's installed CommVault at the end of 2004. "The installation was unbelievable," says Matusевич. "The NetBackup installation took a week. We installed 200 Galaxy clients in 40 minutes. And we didn't do a single re-boot."

"I Got My Life Back"

The move to CommVault delivered an immediate payoff in time saved. "In terms of the amount of my time spent managing backup," says Matusевич, "CommVault is a godsend. I got my life back. With NetBackup, I was spending four or five hours a day, seven days a week. That was 30 or 35 hours a week on top of doing my regular job. With CommVault, on most days I spend ten minutes on backup."

CommVault Provides Fast, Flexible Restores

Welch's has found that Galaxy's flexibility and easy to use graphical user interface (GUI) make restores fast and simple. Says Matusевич, "From a single GUI screen we can see all the data we need. For example, if we suspect a file is corrupted, it doesn't do any good to recover a corrupted file. With CommVault, we have the ability to see at a glance what the recovered data will look like, versus the suspected data. We can bring them both up on one screen, open up two windows and compare. Other software products allow this as well, but Galaxy does it much more simply."

"A month ago, we had a serious crash of our Microsoft Exchange email server, and CommVault came through as a winner. The crash was so serious it was beyond recovery using the Exchange tools. With CommVault we were able to completely restore the Exchange server from tape, and it worked perfectly. CommVault gives us the individual mailbox-level backup and recovery capability, but also lets you recover individual items from a public folder. With other software, you have to restore the whole Public folder from the last backup, and when you do that you might lose some data. But with CommVault you just restore the single item and leave the rest of the folder alone. This is a real time-saver. I know from experience, because I've done it."

Galaxy is Responsive and Flexible

Welch's does full backups on the weekend, when fewer users are working, and taking the system down for backup is not a problem. However, IT also wants to do maintenance on the weekend, for the same reason.

With NetBackup, this was a challenge, because of the software's inability to interrupt a backup job. "With CommVault," says Matusевич, "I have no problems at all. Recently we were migrating to a new core switch on the network, and also doing a full backup. CommVault automatically suspends a job when communications are interrupted, and it automatically tries to re-start the job at the same place for 48 hours. We interrupted communications for four hours to put in the new switch, and then restarted the network. CommVault automatically re-started all backup jobs and ran them all successfully. With NetBackup, we would have had to go back and re-start each job individually and start from the beginning again."

Backup Process

The backup process at Welch's is geared to conserving strategic resources. Each of six most important servers has its own Galaxy media agent and backs up data directly from the SAN to the tape library. Says Matusевич, "This lets us back up huge amounts of data quickly, without tying up the local area network, and minimizing down time on the servers." The rest of the servers, with less data, back up over the LAN to the tape library. The Microsoft Exchange email server is backed up disk-to-disk. Then they use the AUX Copy capability of Galaxy to make a tape copy, which goes off-site as the disaster recovery copy.

Incremental backups run Monday through Friday and full backups on weekends, except for some production databases, for which full backups run every night. Weekend full backups are four or five terabytes (TB).

Hot Database Backups with RMAN

For critical databases that require 24 x 7 access, Welch's runs hot database backups working in conjunction with RMAN, the internal Oracle backup process. Galaxy's seamless integration with RMAN allows highly granular backup and great flexibility. Explains Matusevich, "With Galaxy and RMAN, we don't need to bring the database down to do the backup. The end users don't see that the backup is going on, and can use the database uninterrupted."

More Disk-to-Disk Backup in the Future

Welch's plans to greatly expand their use of disk-to-disk backup, for a number of reasons, says Matusevich. "First, when you back up to a tape library, there are a lot of mechanical operations involved in tape handling. Usually the backups run at night, unattended. If there is a mechanical failure, it stops the backup, and you probably don't know about it until the next morning, and by then you've missed the backup window. Disk-to-disk backup is faster, so you can squeeze it into a shorter window, perhaps during business hours, and

it is reliable, because there are no mechanics involved. Second, doing restores from disk is much faster. Most restore requests are for data that is only a day or two old, so you can keep four or five day's backups on disk and get to them very quickly. Third, with the initial backup on disk, I can make my tape copy for off-line disaster recovery any time during the day, rather than in the middle of the night unattended, and I'm not tying up the servers on the network to do it."

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