

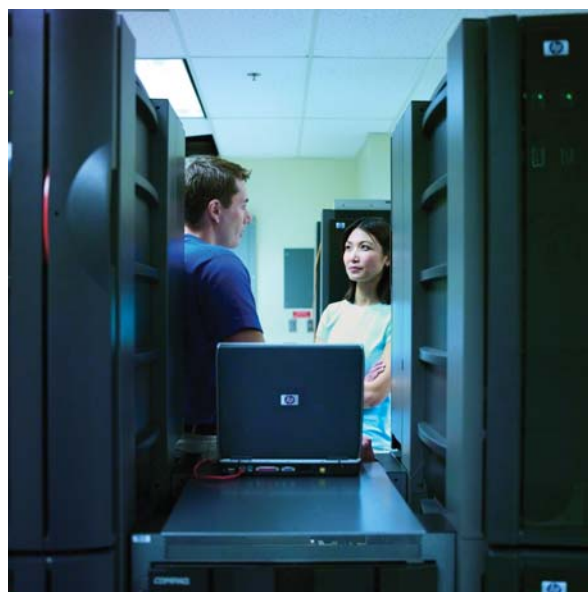
Data Protector streamlines backup for TeleComputing

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“HP Data Protector has given us unified and well thought out backup. With this environment it is very easy for us to expand, which means we have much shorter times to business than we had before.”

Ulrik Ivers, system architect,
TeleComputing ASA

TeleComputing™





'Making IT easier' is the slogan and goal of Norwegian application service provider TeleComputing ASA, which is quoted on the Oslo stock exchange and runs extensive datacentres in both Oslo and Stockholm, Sweden.

As well as providing online access to enterprise resource planning, customer relationship management and database applications, TeleComputing offers network management to small and mid-sized enterprises. It also hosts the private systems of large companies that need the help of a professional datacentre and its associated professional IT services.

To support these business critical services for its clients, TeleComputing's datacentres have a complex network and server structure with many firewalls and different network segments. It runs some 300 servers in Sweden and double that in Norway and has a large HP technical environment in addition to the outsourced customer environments that it looks after.

Single system

"The challenge for us is that our IT service delivery organisation needs a unified way of taking care of the environments," said Ulrik Ivers, system architect for TeleComputing. "To be a successful business, we need to be able to scale and keep down the headcount so we have to run as few backup systems as possible.

"Backup is one of those things that we need to be able to do to all our environments - our HP environment as well as the hosting environments. Historically, our infrastructure was very complex with a lot of different systems and a lot of different libraries. We decided to

do a consolidation and get one single backup system. As usual, we wanted to keep the costs down. We wanted a flexible, robust system that did not cost a fortune and the choice was Data Protector."

Layered environment

TeleComputing has a long and happy relationship with HP going back to the 1990's and runs almost exclusively on HP hardware. After speaking to a number of suppliers, it decided that HP OpenView Storage Data Protector would meet its requirements. Data Protector manages backup and recovery from both disks and tapes, delivering maximum data protection while providing a continuous 24x7 business operation.

TeleComputing writes some 1.5TB of data to tape on a regular weekday which rises to 3TB on Saturday and Sunday.

Cell servers are running on Windows 2003 Server and the client systems run Windows 2000 and 2003 Server, Linux and HP-UX. Many applications are backed up and include MS SQL Server, Exchange 2000/2003 and Oracle databases. TeleComputing disk arrays are EMC Clarion CX700 and HP EVA 5000 and the company's tape library is an IBM 3584 with 10 IBM LTO2 tape drives.

Not only is Data Protector designed to simplify and centralise backup and recovery operations but by integrating a variety of techniques it also eliminates backup windows.

TeleComputing uses Data Protector in a Manager of Managers (MOM) environment which enables it to manage different Data Protector Cells from a common

Graphical User Interface (GUI) with a common media database and a common licensing environment. A Data Protector Cell is a network environment containing a cell manager, clients and backup devices.

It has connected all its three Data Protector Cell managers to its Storage Area Network (SAN) and it has put a SAN attached server in each individual networked segment to act as a media agent. The cell manager is the main system in the cell. It has the main Data Protector control software installed and is the central point from which the cell is administered and backup and restore operations are controlled.

Data is pulled over the network in the Local Area Network (LAN) segment to the SAN attached server that pushes the data to the tape drive. There are between 10 and 15 network segments.

On-line back-up is conducted for Microsoft Exchange 5.5, 2000, 2003 and MS SQL. Having recently upgraded to DataProtector 5.5, TeleComputing also has plans to take advantage of the new facility to implement disk staged backups

Telecomputing's TeleComputing's Data Protector configuration also includes six driver extensions for Win, NOS and Linux and 10 drive extensions for UNIX, SAN and NAS, with two library extensions.

Cost and growth benefits

"The main benefits from a business point of view is that we have put in a larger shared library so we can share

the drives and also the media. This means that the manual handling of tapes has reduced enormously which has reduced costs as well as increasing efficiency," added Ivers. "Another benefit to the business is that we now have a unified and well thought out setup. With this environment it is very easy for us to expand so when we have a new customer or need a new network segment, it is quick for us to set that up.

"We just plug the server in and we're up and running which means we have much shorter times to business than we had before. Also, working in the type of environment we have, Data Protector can do the job without being too complex."

The Data Protector pricing model is also a good fit for TeleComputing's business. The company has a lot of servers that it needs to back up. Since, with Data Protector, there are no charges for regular file disk aided backups of the kind TeleComputing does, this represents a considerable cost saving over competing systems that charge on a 'licence per host' basis.

"We are running mostly a Windows environment and since we have a lot of different customers and hosting environments and also a lot of Windows domains scattered around, this means that we are potentially touching up to 20 different Windows directories," said Ivers. "We need a backup solution that we can run for all these. For us, it is a definite advantage to have a product like Data Protector that is not integrated with Windows security."



Challenge

- Application service provider, TeleComputing ASA, runs huge datacentres in Oslo and Stockholm, providing on-line access to business applications and network management for small to mid-sized enterprises.
- To support these business critical services for its clients, TeleComputing runs 300 servers in Stockholm and 600 in Oslo with a complex network and server structure that incorporates many firewalls and different network segments.
- Effective backup of all its environments is critical to TeleComputing's business and with so much data on different segments, it needed a robust, unified and cost-effective way of handling that.

Solution

- TeleComputing embarked on a large consolidation project which centred upon HP OpenView Storage Data Protector, recently upgraded to v5.5.
- TeleComputing has connected all HP Data Protector Cell managers to its SAN and has put a SAN attached server in some 15 networked segments to act as media agent for the service in that network.
- Data is pulled over the network in the local LAN segment to the SAN attached servers that push the data to the IBM tape drive.

Results

- From a business point of view, using Data Protector with larger shared libraries means that the manpower required to handle tapes has been greatly reduced - thus increasing efficiency and reducing costs.
- The well considered, unified environment provided by HP Data Protector makes it easy for TeleComputing to expand. When it takes on a new client or needs a new network segment, it is easy and quick to just plug the server in.
- This means much shorter 'time to business' than the company previously had.

Customer at a glance

- **Industry sector:** Application service provision
- **Company:** TeleComputing ASA
- **Headquarters:** Bilingsstat, Norway
- **Founded:** 1997
- **Telephone:** +(47) 866 776 570
- **Number of employees:** 200
- **URL:** www.telecomputing.no

Why HP?

- The licensing model of HP Data Protector fits TeleComputing's business very well. Since there are no charges for disk agents, this represents a considerable cost saving over competing systems that charge on a 'licence per host' basis.
- TeleComputing had a happy relationship with Compaq/HP going back to the 1990s.
- Data Protector exactly met TeleComputing's business requirements to be able to reduce manpower and cost and expand easily.

Software

- HP OpenView Storage Data Protector 5.5

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