

SITA Australia

Customer Snapshot

Name

SITA Australia

Overview

An award-winning resource recovery, recycling and waste management company providing innovative and sustainable waste management

Location

Rhodes, Sydney, Australia

EVault Product

EVault Software; EVault Replication; EVault Agents for IBM i, Microsoft Windows servers, Red Hat Linux servers, and VMware; and EVault Plug-Ins for Microsoft SQL Server

IT Environment

Primary vault located in company headquarters; data replicates to a secondary vault for redundancy and disaster recovery; back up more than 5 TB of data nightly

Waste Management Firm Turns to EVault to Relieve Virtual Server Backup Burden

After completing an IT system centralization project that included virtualizing 30 file servers once located in various branch offices, SITA Australia (SITA)—the 2011 Frost & Sullivan Asia Pacific Waste Management Company of the Year, with 43,000 commercial and industrial clients and 3.7 million residents across Australia—was handed a much larger backup burden. This burden threatened to overwhelm the company's existing tape backup infrastructure.

Con Collaros, SITA's Chief Information Officer, began looking for a disk-based backup solution that would:

- Speed backups and restores
- Adapt to exponential data growth
- Perform seamlessly across all platforms
- Dramatically cut time and money spent on backup
- Significantly reduce planned system downtime due to backup
- Boost backup reliability
- Ensure bullet-proof offsite disaster recovery

Virtualization Creates Backup Needs that Tape System Couldn't Handle

Collaros knew virtualization would inflate SITA's backup needs, but he admits he underestimated how much. "We recognized backup would become a problem, but not this big of a problem," Collaros says. The SITA IS team first added another tape unit to the existing high-speed units. "When it comes to Intel, we don't have as much control over how much data is stored," Collaros says. "One minute, an individual might put up a 300 MB file that wasn't there the day before. Suddenly, trying to get the backups done became a tough issue."

Soon, overnight backup windows and system downtime became excessive, with some systems down for five to six hours. Add in lengthy tape-based restores and the ongoing costs of tape storage, and the team had all the reasons they needed to go looking for better, disk-based options.

Case Study
SITA Australia

Challenges

- Rapid data growth
- Too much system downtime during backup
- Too much time and money spent managing backups
- Poor backup reliability and slow restore times

Results

- Reduced nightly backup window from six hours to two hours
- Cut file restore time from hours to minutes
- Slashed monthly backup storage costs by nearly 90 percent

“The decision to change from tape to EVault was based on the benefits to the overall SITA business. EVault met our criteria of reliability, significantly reduced downtime, and the ability to adapt to exponential data growth.”

—Con Collaros
Chief Information
Officer
SITA Australia

SITA Uses EVault Across Platforms to Speed Backups, Shrink Storage, and Ensure Disaster Recovery

SITA needed a disk-based backup solution that would support its multi-platform environment: IBM iSeries servers running Microsoft Windows and Linux. The company turned first to IBM. “IBM had two products, not one, that could support our environment,” Collaros says. “But we didn’t want to train multiple people in multiple products. I wanted one product to back up both our IBMi and Intel servers.”

Collaros contacted Phil Caruso, with Imagine IT Solutions, the distributor in Australia for the EVault line of disk-based backup solutions. Caruso advised him that EVault was designed to support multiple platforms. “Phil told me, ‘EVault will do it all,’ ” says Collaros.

Caruso explained that EVault also offered automated replication functionality so SITA could host a primary disk-based “vault” at its main data center and a secondary disk-based “vault” at SITA’s co-location facility 12 kilometers away. Rapid backup to the primary vault could then be automatically replicated to the secondary vault each night, ensuring a robust offsite disaster recovery option.

Collaros also learned how EVault could handle the variable spikes in primary data size without bogging down the nightly backup window. The software’s block-level delta processing technology only backs up data that’s changed since the prior backup, and its compression and deduplication technology minimizes the storage space needed. The vault size itself can be easily increased to accommodate future data growth.

“The decision to change from tape to EVault was based on the benefits to the overall SITA business,” explains Collaros. “EVault met our criteria of reliability, significantly reduced downtime, and the ability to adapt to exponential data growth.”

Fast-Growth Virtual Environment? No Problem.

SITA’s IS team implemented Caruso’s recommended solution—EVault Software plus EVault Replication for offsite disaster recovery. Training was easy too. “Now we have one tool to back up all our servers,” says Collaros. “When you have these backup tools, someone has to understand them. Now, we have a System team member and a couple of Intel team members who know EVault very well.”

As the amount of backup data more than doubled, EVault rose to the challenge. “Because the backup data is stored on disk, we can now store a lot more data than we could with tape,” Collaros says. “It’s also become much easier to manage. Now we don’t have to manage 200 offsite tapes.”

Nightly backup times have dropped from more than six hours to just over two hours. File restores take minutes instead of hours. Lengthy downtimes are also a thing of the past. “With EVault, we only have to take systems down for about an hour, before they become available again,” Collaros says. Just as important, by replacing tape backup SITA has since reclaimed over \$11,000 in yearly offsite tape backup storage costs—nearly a 90 percent cost reduction. “That saving alone has justified the purchase of the EVault box solution,” says Collaros.

Take the Next Step

To learn more about EVault storage solutions, call us at 1.877.901.DATA (3282), email us at concierge@evault.com, or visit us at www.evault.com.



Headquarters | 3101 Jay Street, Suite 110 | Santa Clara, CA 95054 | 877.901.DATA (3282) | www.evault.com
Netherlands (EMEA HQ) +31 (0) 73 648 1400 | France +33 (0) 1 55 27 35 24 | UK +44 (0) 1932 445 370

EVault and the EVault logo are registered trademarks of EVault Inc.
All other trademarks or registered trademarks are the property of their respective owners.

2011.11.0045_CS (updated 11/27/2011)