

## Tongmyong University

Slashing Backup and Maintenance Time by 83 percent with Solutions from Veritas™ and BeaTRice

Tongmyong University needed to shrink backup and backup administration time for its growing staff and student database. The South Korean school turned to Veritas for a data protection appliance that increased efficiency and allowed for better system visibility and management. Results include an 83 percent reduction in full backup time; a 92 percent data deduplication rate; a five-fold decrease in required backup administration time; and the assurance of 100 percent backup and recovery rates.



### Organization profile

Website: [www.english.tu.ac.kr](http://www.english.tu.ac.kr)

Industry: Education

Headquarters: Busan, South Korea

Employees: 1,000

### Key challenges

Tongmyong University needed to shrink backup time and backup storage requirements for its growing database, while ensuring that data was protected.

### Solution

The school turned to Veritas for a data protection appliance that increased efficiency and allowed for better system visibility.

### Benefits

- 83% reduction in full database backup time
- 92% data deduplication rate
- Five-fold decrease in administration time
- 100% backup success rates
- More resources to explore other business-critical areas

### A complex, sluggish backup process

Aiming for the Korea's leading academic-industrial collaboration institute, Tongmyong University in Busan, which had already got a triple crown with the titles of LINC (Leaders in Industry-College Cooperation), ACE (Advancement of College Education), and CK (University for Creative Korea), was recently selected as a Center for Lifelong Learning University, winning a grand slam.

For over 11 years, System Manager Sungwook Park has been in charge of managing data for the university's 566 professors, hundreds of other employees, and 9,140 students. The mixed environment that he protects includes servers running IBM AIX, Windows Server 2003, Red Hat Enterprise Linux, and CentOS Linux.

An Oracle database houses the university's five terabytes of email, schoolwork, and student data, and it expands with about 40 gigabytes of new research data annually. This rate of growth demands a solid data protection system, but Tongmyong's existing solution was lacking in many ways. A local backup solution that the school used put a substantial administrative burden on Mr. Park and his team.

**"It took us only six hours to back up the full database, instead of more than 36 hours with the previous solution."**

**Sungwook Park**

System Manager

Tongmyong University

"When we used our prior backup system, it took over 24 hours just to back up the file systems," he says. "The full database backup took about 36 hours, and the system didn't allow us to back up any additional data."

Tongmyong sought a data protection solution that could not only scale to meet the university's growing data needs, but also offered more efficiency throughout data protection processes.

**Implementing a more efficient data protection plan**

When Mr. Park identified the need for a new solution, he and his team considered EMC Avamar and Atempo Time Navigator, but ultimately decided on a Veritas NetBackup™ 5220 Appliance.

"We actually performed test runs of Avamar and Time Navigator, but the Veritas data protection system was far beyond superior," says Mr. Park. The NetBackup 5220 Appliance offered many benefits, including operational simplicity, a reduction in required storage and bandwidth, and flexible deduplication options.

Deployment was swift, according to Mr. Park. "It took us less time than with other additions to our infrastructure," he says. "It would usually take us about a week to test run an appliance, but with the Veritas NetBackup appliance, it only took us one day." BeaTRice, a Veritas Platinum Partner provider based in Seoul, assisted with the implementation. "BeaTRice was very helpful and lived up to my expectations," says Mr. Park. "Their team did everything we wanted it to do."

Once the appliance was deployed, Mr. Park's team immediately configured it to protect Tongmyong's business-critical data assets. "We're using NetBackup for almost all our data," he says, "but mainly the database, and other email and electronic payment data."

**Reducing backup time and administrative burden**

NetBackup delivered many valuable benefits to Tongmyong's IT team, including an 83 percent decrease in backup time. "It took us only six hours to back up the full database, instead of more than 36 hours with the previous solution," says Mr. Park. "We have over 3 million files, so the backup is very fast. And if we need a backup of additional data, it only takes about 20 minutes."

The appliance has streamlined routine backups, which no longer stretch into the next day and can be performed alongside daily tasks. "With the speed of NetBackup, there's plenty of time to back up the whole system," Mr. Park says. "We're doing the incremental backup on the weekdays, and on the weekend we separate two segments and do the full backup."

**Technology environment**

- **Server platform:** IBM AIX 5L Version 5.3 operating system, IBM AIX Version 6.1 operating system, Windows Server 2003, Red Hat Enterprise Linux, CentOS Linux
- **Databases:** Oracle Database 11g Release 2
- **Storage:** EMC VNX5500

**Solutions**

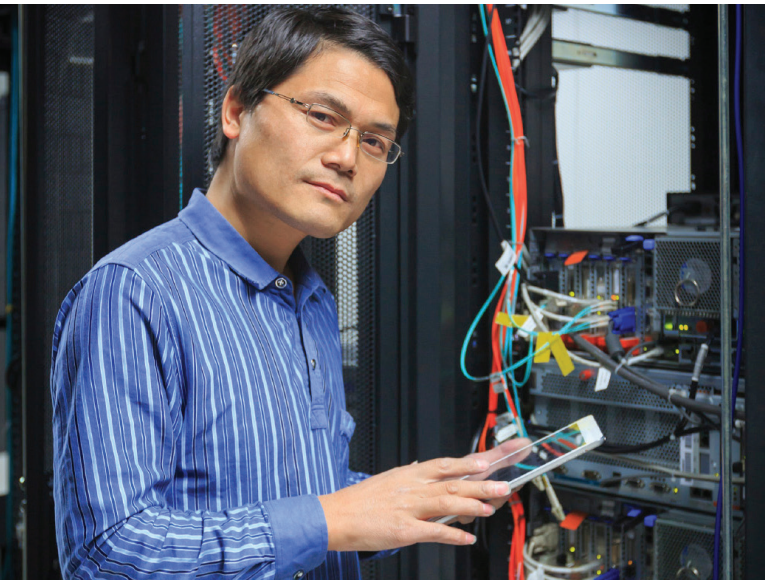
- Veritas NetBackup™ 7.X
- Veritas NetBackup™ 5220 Appliances

**Services**

Veritas Basic Maintenance Services

**Veritas Platinum Partner**

- BeaTRice (btrc.co.kr)
  - Master Specializations: High Availability, Storage Management



**“BeaTRice was very helpful and lived up to my expectations. Their team did everything we wanted it to do.”**

**Sungwook Park**  
System Manager  
Tongmyong University

Mr. Park appreciates the ease of use, especially since he’s the only IT professional devoted to backup. The appliance has led to a five-fold decrease in required maintenance time. “I’m the only one who’s actually managing the backup system, and with auto-scheduling I don’t really have to manage anything,” he says. “I spend only about an hour a week, instead of an hour a day like I used to. Since NetBackup is very consistent and very credible, I don’t have to check it every day.”

Saving four staff hours a week makes about KRW5million (US\$4,900) worth of IT time available for more valuable projects.

In addition to providing Tongmyong with a 100 percent recovery success rate, the Veritas appliance has enabled a 92 percent data deduplication rate. This reduces current backup

storage requirements by KRW6.9 million\*, and increases the capacity of backup disk space for the organization, allowing for more data to be retained on site. Mr. Park estimates that 100 percent payback for NetBackup is in less than two years.

Another major benefit is newly granted visibility into the entire system. “The NetBackup OpsCenter reporting is very useful, especially for problem-solving and other data checking,” says Mr. Park. “It helps a lot in our duties, including generating process reports to show our clients.”

### Freeing up resources to explore other areas

“We reduced a lot of administrative time,” says Mr. Park, “so I can take on other projects to optimize the network with the time that NetBackup has saved me.”

Ambitions include an expansion into server virtualization, building redundancy by deploying offsite NetBackup appliances, and the possible use of NetBackup Accelerator for a media center or other university segments. “I’m sure Accelerator would reduce backup time even more,” says Mr. Park, “but NetBackup is doing what we had hoped. So far, so good.”

Because of its new data protection system, Tongmyong University is better equipped to achieve the demands of its consistently growing IT scope.

“In case of disaster or unexpected shift, I have confidence that our data will be fully backed up and protected,” says Mr. Park. “I can let go of my worries, which I think is the most important benefit of all.”

### For more information

Contact your local Veritas Sales Representative or Business Partner, or visit our website at [www.veritas.com](http://www.veritas.com).

### Veritas World Headquarters

500 East Middlefield Road  
Mountain View, CA 94043  
+1 (650) 933 1000  
[www.veritas.com](http://www.veritas.com)