



VMware and Veritas partnership brings data protection closer to perfection.

## OVERVIEW

### Veritas Improves Efficiency of VMware Data Protection

The Veritas Enterprise IT group is tasked with protecting more than half a petabyte of corporate data, most of which comes from IBM Cloud based VMware virtual machines (VMs). To ensure its data protection is optimized, Enterprise IT uses Veritas NetBackup Appliances managed by Veritas Managed Backup Services. With key features including NetBackup Accelerator, NetBackup Granular Recovery Technology (GRT), and NetBackup Intelligent Policies for VMware, the appliances have increased backup performance and effectiveness significantly. Enterprise IT has achieved a backup success rate of more than 99 percent and reduced the volume of data being backed up by 90 percent. Restores have a success rate over 99 percent as well, and Enterprise IT has experienced no unplanned downtime at all in the past year. Additionally, GRT has decreased the time to restore individual files from hours to minutes.

### EXPECTATION: 100% AVAILABILITY

When the Veritas Enterprise IT group designs a data protection strategy, they have a certain reputation to uphold. A global leader in backup and recovery technologies, Veritas cannot risk any downtime of its own systems.

“The day-to-day functioning of our business depends on employees having uninterrupted access to all our on-premises software,” explains Philip Palmer, IT director for Veritas. The corporate Microsoft Exchange server is crucial to workflows companywide. So is a VMware-based virtual environment that houses veritas.com and Veritas PartnerNet, custom-built applications that connect Veritas systems to business partners, business intelligence solutions that support corporate budgeting and planning processes, and an application called Stash that holds the full panoply of Veritas source code.

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#### ORGANIZATION PROFILE

Industry: Technology

Headquarters: Santa Clara, CA

Employees: approx. 7,500

#### KEY CHALLENGES

Veritas™ Enterprise IT manages a large volume of data and applications in a VMware-based virtual environment. The company cannot afford any downtime, both because of the impact on corporate workflows and because of the possible implications for the Veritas brand.

#### SOLUTION

Enterprise IT uses Veritas NetBackup™ Appliances for data protection. Primary backups are stored on the appliances while secondary backups are stored on tape.

#### BENEFITS

- Individual files restored in minutes, not hours
- Over 99% restore success rate
- Over 99% backup success rate
- 90% less data backed up, reducing costs of storage media and bandwidth requirements
- Confidence that no VMs will be missed during data protection activities
- Between 15 minutes to 1 hour of staff time saved on setting up data protection for each new VM

If one of these systems failed, the stakes would be high for Veritas. Palmer says, “If we lost the connectors that enable data flows to and from our partners—or if veritas.com or PartnerNet were offline for any period of time—that could damage our brand irreparably. Because we are Veritas, our customers and partners expect our systems to always be available.”

“Our Veritas NetBackup Appliances, leveraged with the expertise of the Managed Backup Services group, give me peace of mind that we will not lose that most valuable asset—our data.”

*Philip Palmer,  
IT Director, Veritas Technologies LLC*

## **NETBACKUP APPLIANCES FOR BACKUP AND RESTORE SUCCESS RATES OVER 99 PERCENT**

To meet those lofty expectations, Veritas NetBackup Appliances are used by the Veritas Managed Backup Services group to store daily incremental backups of the more than 600 TB of data in Enterprise IT’s on-premises systems. Secondary backups to tape also run on a daily basis, with tapes stored off-site for production servers. “The backup success rate is consistently above 99 percent, which gives us a great deal of confidence in our data protection,” Palmer says.

Restores are also highly successful. Enterprise IT receives many requests to restore data each month. “Typically, either a file system is corrupted, or somebody accidentally deleted something,” Palmer says. “Restores are done from the NetBackup Appliance, and the user has their files quickly.” Enterprise IT achieved a restore success rate of more than 99 percent over the past year and experienced no unplanned downtime of VMs.

The appliances are also crucial in Enterprise IT’s ability to meet disaster recovery goals. “NetBackup Appliances help us meet our objective of ensuring that even in the event of a smoking-hole scenario, where our entire data center was reduced to ash, we would lose no more than a day’s worth of data for any application,” Palmer says.

## **TAKING ADVANTAGE OF THE VERITAS-VMWARE PARTNERSHIP**

Several features of Veritas NetBackup streamline management of data protection in a VMware-based virtual environment. To optimize backup efficiency, the Managed Backup Services team set up NetBackup Accelerator for the Enterprise IT group. “Accelerator compares each block of data with the blocks it has already deduped,” explains Seth Hollist, a consultant with Veritas Managed Backup Services. “When it detects a block that it has seen before, instead of backing up that same information a second time, NetBackup just creates a pointer to the identical block it already has. This saves on network bandwidth and significantly accelerates backups.” NetBackup Accelerator reduces the volume of data in the typical backup for Veritas Enterprise IT by more than 90 percent.

The Veritas-VMware technology partnership accelerates restores of individual files, as well. NetBackup leverages a VMware API that creates a snapshot of each appropriate VM. Then, NetBackup Granular Recovery Technology (GRT) indexes those snapshots. “In the typical data protection environment, restoring a single file involves restoring the whole VM,” Hollist explains. “You have to mount up the entire VM from backup, then go in and find the file in question and copy it out. That process takes hours. But with GRT, NetBackup can find the file we need, and we can restore that single file back to the production VM (if it has the NetBackup client) or to a network share that the user can access.” When a user accidentally deletes a file, for example, this capability reduces the file recovery time from hours to minutes.

One more key feature of the solution is NetBackup Intelligent Policies for VMware. Not only does this functionality cut down on staff time spent managing data protection, but it also helps ensure that all the right systems are protected. “Instead of listing the name of each VM we want to back up, we set up a query,” Hollist says. “NetBackup monitors our VMware environment, and every VM that matches our specified criteria is picked up for backup. Newly created machines are automatically protected, and backups stop as soon as a VM is decommissioned.”



This reduces the potential for human error. In addition, Hollist says, NetBackup Intelligent Policies for VMware is saving his team between 15 minutes and an hour every time the Enterprise IT group adds a new VM that requires backups.

All told, for Veritas Enterprise IT, the Veritas-VMware partnership has strengthened both the effectiveness and the efficiency of data protection. "In the Enterprise IT group, we take the perspective that computers can be replaced, but what we can't ever afford to lose is the data," Palmer says. "Our Veritas NetBackup Appliances, leveraged with the expertise of the Managed Backup Services group, give me peace of mind that we will not lose that most valuable asset—our data."

#### FOR MORE INFORMATION

Please contact your local veritas Sales Representative or Business Partner, or visit

[Veritas NetBackup](#)

[Veritas NetBackup Appliances](#)

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#### ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies is a global leader in enterprise data management – our software and solutions help organizations protect their mission-critical data. Tens of thousands of businesses, including 97% of Fortune 100 companies, rely on us every day to back up and recover their data, keep it secure and available, to guard against failure and achieve regulatory compliance. In today's digital economy, Veritas delivers technology that helps organizations reduce risks and capitalize on their most important digital asset – their data. Learn more at [www.veritas.com](http://www.veritas.com) or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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