IT services provider optimizes backup in HCI-based virtual environment with integrated JP1 and Veritas NetBackup.

Realizing a significant service-quality improvement and workload reduction at the same time

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OVERVIEW

Hitachi Hardware and NetBackup Software Provide Complete Backup Package

INTEC Inc. (INTEC), which offers a range of ICT-based business solutions, provides monitoring services for various customer-premises systems. It integrates into HCI solutions that monitor by monitoring server status and collecting system-generated error logs. An HA8000V Backup Appliance—integrated with the JP1/VERITAS NetBackup data management platform—was adopted as the infrastructure-backup environment required for this monitoring service. It has reduced the workload involved in backup operations while significantly improving the quality of service.

NEEDED: BACKUP ENVIRONMENT FOR REMOTE-MONITORING-SERVICE INFRASTRUCTURE INTEGRATION

Founded in 1964 in Toyama in the Hokuriku region, INTEC is now the core company in the TIS INTEC Group. INTEC provides a complete business technology solution, ranging from Vims R&D to outsourcing. As an innovator that creates new markets by utilizing the latest technologies and knowhow, INTEC engages in a wide range of businesses, providing a variety of solutions that help resolve issues in any industry, including public organizations and the financial industry, as well as manufacturing, retail, wholesale, medicine, welfare, distribution, and service industries.

One of the services INTEC provides is a remote monitoring service for systems that are set on customer premises, in the cloud, and in other environments, establishing the optimal monitoring environment to fit the customer's needs by using a variety of monitoring tools.

Previously, this monitoring system worked primarily with a server-monitoring mechanism built in a 3-tier virtual environment. It was combined with a client-monitoring mechanism that checked devices that collected alerts generated by the operating-monitoring systems in each customer environment. This resulted in a major operating management burden, to the extent that securing personnel familiar with Fibre Channel (FC) storage and other devices became an issue. That is why, when it was time to upgrade the hardware, INTEC decided to adopt HCI as a means of integrating the systems monitoring about 300 VMs.

INTEC
TIS INTEC Group

ORGANIZATION PROFILE

Website: www.intec.co.jp
Industry: Information Technology
Headquarters: Toyama, Japan
Employees: 3,698
Business Summary: Providing a total solution in the business range of information and communication technology (ICT) technologies from R&D to outsourcing. Also aiming to support customers' business development and to create productive lives and smart communities by providing original services utilizing ICT technologies in a wide-ranging business field.

KEY CHALLENGES

INTEC sought an optimal backup solution for its HCI virtual environment, which will be adopted as the integrated infrastructure for its remote-monitoring service. This aim was to reduce the operational load by using a dedicated appliance and to contribute to service quality improvement.

SOLUTION

Using an HA8000V Backup Appliance, with Veritas NetBackup™ built in (JP1/VERITAS NetBackup), INTEC optimized backups of about 300 virtual machines (VMs) in a virtual HCI environment.

BENEFITS

- Optimized backups in a virtual environment through flexible integration with Hitachi's hyperconverged infrastructure (HCI).
- Ensured availability in the unlikely event of a disaster through support for multiple backup generations.
- Increased backup speed by eliminating duplicates and executing multiple jobs.
- Supported rapid restore by combining full data and incremental data backups.
- Contributed to service quality improvement with quick data restores.

Optimizing the backup environment was another consideration at the time. "Until then, we did not use any backup tools," recalls Mr. Naito of the Multi-Cloud Operations Section of INTEC's Advanced Operation Services Department. "Instead, we implemented individual backups by combining our own scripts or utilizing NAS [network-attached storage], which resulted not only in extra time spent, but also required work when restoring data. To also improve the quality of our services, creating an environment that would allow diligent daily backups was top of mind."

Mr. Naito

REDUCING DEPLOYMENT AND OPERATIONAL BURDENS WITH A DEDICATED APPLIANCE EQUIPPED WITH HIGHLY RELIABLE JP1/VERITAS NETBACKUP COMBINATION

In the previous environment, there were some things that could not be backed up regularly, as well as problems with insufficient capacity, causing issues with the quality of data that could be restored. As such, the requirements for the new backup environment included the ability to perform multi-generational backups as well as daily, quick backups that do not affect the monitored targets. INTEC also sought the ability to quickly restore data without adding any burden when restoring ever became necessary.

Ultimately, the search was narrowed down to the HA8000V Backup Appliance equipped with JP1/VERITAS NetBackup, which had a proven track record as a backup solution. "We gave it high marks not only for its compatibility with the HCI that we considered adopting, but for its ability to perform multiple-generation backups with minimal capacity by eliminating duplications. Because it is a backup-only appliance, it won't add any burden in terms of building an environment or managing the operation. As for the support from the manufacturer, being able to get support both for the hardware and software from Hitachi Support 360, which can respond to both, made it the best choice for us," explains Mr. Kameo of the Multi-Cloud Operations Section of INTEC's Advanced Operation Services Department.

Mr. Naito, who has worked with network services for many years, also gave high marks to the JP1/VERITAS NetBackup solution, with its proven track-record of being adopted as a backup tool; reassurance was further gained from the point of being reliable in protecting the virtual environment system. As a result, the HA8000V Backup Appliance was selected, along with HCI as the integrated environment for the monitoring system, as the backup environment to improve service quality.

Mr. Kameo

REALIZING SERVICE QUALITY IMPROVEMENT BY OPTIMIZING THE BACKUP RESTORE ENVIRONMENT

Today, the scheduling function in HA8000V Backup Appliance is utilized against the VM environment, in which about 300 VMs for monitoring service are running in HCI, enabling a daily backup of the total environment, including all the VMs. It is operated in such a way that the backup data is retained for seven generations, which corresponds to a week's worth of data. The backup window is about two to three minutes per VM, and when restoring, the environment can be back up and running in about five minutes.

"Previously, because the monitoring service was conducted in a remote environment, the cables also affected the time, taking about 30 minutes for a single VM," explains Mr. Naito. "And also, because about 50 VMs ran per each 3-tier environment, sometimes it took about two days to restore all the environments. Now, each process has become quicker thanks to the duplication-elimination function and multiple-job executions, which can also be applied to restore by combining the full data with the incremental portions, realizing a significant increase in speed and greatly contributing to the overall service quality improvement.

Mr. Naito adds praise for the new solution: "One of the benefits was being able to see the backup jobs at a glance on the screen, making it easy to grasp the situation," he says. "In addition, because there is no need to introduce an agent to the monitored system, the fact that no request had to be made of the customer to bear the cost or that it was also effective against ransomware helped put the customer's mind at ease and build trust."

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— *Mr. Kameo, Multi-Cloud Operations Section, Advanced Operation Services Department, INTEC*

OPERATING ENVIRONMENT DECENTRALIZATION AND EXPECTED ENERGY SAVINGS BY LINKING WITH JP1

Moving forward, based on experiences in 2021 and the coronavirus pandemic, Mr. Naito says he would like to work on decentralizing the monitoring-service operation environment to avoid operators concentrating in one location. "We would like to consider creating an environment that allows service continuation in a different environment should any unlikely events occur, by coordinating HCI, which will be the monitoring environment, with the backup appliance. He is also thinking ahead beyond the next step, hoping to further enhance business-continuity measures by installing an HA8000V Backup Appliance at the DR site. And he is looking to create an energy-saving environment by further promoting system administrator workload reduction and work efficiency improvement through job automation, linking with JP1/Automatic Job Management System 3(JP1/AJS3) and others that work well with JP1/VERITAS NetBackup and have a track record of linking together.

INTEC is expanding not only with monitoring services but also services for multi-cloud environments. Mr. Kamei is also eyeing the possibility that lies ahead when optimizing backup environments for those. "Instead of only relying on the backup environments provided by AWS and Azure, I have high hopes for JP1/VERITAS NetBackup and HA8000V Backup Appliance as a way to build unique environments based on customers' requests," he says.

FOR MORE INFORMATION

Please contact your local Veritas Sales Representative or Business Partner, or visit: Veritas NetBackup

ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. Over 50,000 enterprises—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

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