

Whitestar Asset Solutions

Whitestar Uses Veritas NetBackup™ and Enterprise Vault™ to Support 300 Percent Data Growth in a Year

Whitestar Asset Solutions turned what looked like substantial losses into a great success that is still unfolding. Wise use of backup and archiving solutions from Veritas played a key role. Results include backup and recovery success rates almost doubled, 300 percent annual data growth accommodated without extending the backup window, eDiscovery in hours instead of days, and 100 percent payback on both solutions in less than 18 months.



A tough situation

Imagine being back in 2008 in the depths of the Great Recession in Portugal, and facing the challenge of managing a portfolio of non-performing loans. Prospects are so bleak that the portfolio is about to be broken up and sold off at distressed prices.

How could you turn that situation into what is now one of the fastest-growing loan servicing companies in Europe, rapidly acquiring competitors and spreading across the continent?

It took good decisions, a tolerance for risk, and skillful use of best practices and reliable systems. “This is the story of Whitestar Asset Services, which provides banks with all services for their loans except lending the actual money,” says Marco Toste, chief technology officer at Whitestar.

Since Marco joined Whitestar five years ago, he and the IT team have faced a wave of tough technical challenges. One was how to support growth: there were only two physical servers hosting five VMware virtual servers. Data backup using Microsoft Data Protection Manager wasn’t reliable enough.

WHITESTAR ASSET SOLUTIONS

ORGANIZATION PROFILE

Site: www.whitestar.pt

Industry: Financial Services

Headquarters: Lisbon, Portugal

Employees: 750

KEY CHALLENGES

Whitestar Asset Solutions needed to support fast growth and integrate acquisitions aided by new backup and archiving solutions.

SOLUTION

The company deployed Veritas NetBackup Appliances and Veritas Enterprise Vault because they flexibly deliver substantial data efficiencies and savings.

BENEFITS

Backup and Recovery

- 98% backup and virtual 100% recovery success rates, up from 60% and 35%
- 750 IT staff hours per year saved by Veritas Granular Recovery Technology
- 300% annual data growth accommodated without extending backup window
- 7,000 euro saved annually with a backup appliance vs. traditional backup solution
- 100% payback for NetBackup Appliances in 18 months

Archiving

- 70% reduction in archive storage requirements from deduplication/compression
- Terabytes of PST files automatically archived off network, reducing risk
- Hours instead of days for eDiscovery
- 100% payback for Enterprise Vault in 6 to 12 months

“We do 5 to 10 recoveries a week, and NetBackup Granular Recovery Technology saves us an estimated 750 IT staff hours per year.* We can have the helpdesk staff perform recoveries instead of senior IT engineers.”

Marco Toste

CTO

Whitestar Asset Solutions

Toste chose Veritas Backup Exec software, but then Whitestar acquired companies with assets such as IBM AIX-based servers, and backup needed to support multiple platforms. He evaluated backup solutions from Veritas, Veeam, and EMC, and chose two Veritas NetBackup 5200 Series Appliances. The environment they protect has grown to 30 physical servers hosting 250 virtual machines.

NetBackup Appliances are made to scale quickly, combining backup software, server, networking and expandable storage in an optimized, 4U rack-mounted unit. “I have only one number to call for support,” Marco says. “It’s faster to deploy than a traditional backup solution with separate software, storage, etc. And calculations show that an appliance saves us an estimated 7,000 euro annually in total cost of ownership compared to a traditional solution.”

Making a big move easier

Marco and team soon had a number of other problems to solve. How could they move 60 virtual machines from Whitestar’s existing data center to a new one? They backed up servers on a NetBackup Appliance, took it to the new location, and recovered them successfully in a weekend, without disruption. “It worked well; at least I was not fired!” Marco quips.

Backup reliability climbed. “NetBackup Appliances raised backup success rates from 60 percent in our prior environment to 98 percent, and recovery success from 35 percent to virtually 100 percent,” Marco says.

Granular Recovery Technology in NetBackup enables single items like Exchange messages or SharePoint folders to be restored without having to first recover the entire Exchange or SharePoint database. “We do 5 to 10 recoveries a week, and Granular Recovery Technology lets us do in a couple hours what would take days otherwise,” Marco says. “It saves us an estimated 750 IT staff hours per year, and we can have the helpdesk perform recoveries instead of senior IT engineers.”*

Other features save more time and money. “A NetBackup deduplication rate of 63 percent is reducing the volume of our backed-up data to save us 20,000 to 30,000 euro annually in storage consumption,” Marco says. “And because of NetBackup Accelerator, we can back up with the speed of an incremental, yet get the faster recovery benefits of a full backup. It’s amazing.”

Whitestar’s data grew 300 percent in a year to 25 terabytes. “We now back up three times the volume of information in the same backup window,” Marco says. “This is very valuable because we don’t have to re-structure our window.”

The NetBackup Appliances also play a key role in disaster recovery strategy. Each is in a separate data center, and they use NetBackup Auto Image Replication (AIR) to replicate only changed blocks of deduplicated data between them, including catalog metadata. That makes backup data available for immediate recovery at either site.

The team runs data from one of the appliances to tape for compliance purposes. “We face the same rules as banks, and must save our annual backup 10 years, our monthly for five years, our weekly one year, and our daily one month,” Marco explains. “The Vault option of NetBackup manages tape rotation and retention automatically, making this much easier. Our NetBackup Appliances achieved 100% payback in 18 months.”

TECHNOLOGY ENVIRONMENT

- NetBackup 5200 Series Appliance in each of 2 data centers
- **Applications backed up:** Microsoft SQL Server, Microsoft Exchange Server
- **Server platform:** About 30 Huawei servers worldwide running 250 virtual machines with VMware 6, Windows Server 2012 R2, Red Hat Enterprise Linux 11
- **Storage:** Huawei 6800 and 5800
- **Tape Library:** Quantum Scalar i500 – LTO6

SOLUTIONS

- Veritas NetBackup 5200 Series Appliances
 - Veritas NetBackup 7 series software
- Veritas Enterprise Vault 11 series software with SharePoint Archiving, File System Archiving, Discovery Accelerator, Email Archiving

SERVICES

- Veritas Essential Support Services



“Enterprise Vault is the easiest product to sell in the company. All our archived messages, files, and SharePoint documents are on a single storage shelf. We haven’t had to buy additional storage. Enterprise Vault paid for itself in less than a year.”

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Finding what you need fast

To further enhance compliance, Whitestar deployed Veritas Enterprise Vault as a platform for archiving email, files, and SharePoint documents. “We have so many copies of everything,” Marco says. “Enterprise Vault deduplicates and compresses as it archives, keeping just one copy, and reducing our storage needs by 70 percent. Our company has four times the number of users as when I started, and we’re using half the space as in the past. That is huge. Enterprise Vault is the easiest product for me to sell inside the company.”

eDiscovery is simpler because Enterprise Vault indexes the contents of messages and their attachments. “We can conduct searches in hours that would take days or weeks from backup tapes,” Marco says. “If we need to see emails explaining why a loan decision was made 10 years ago, we can do it more easily and quickly with Enterprise Vault and Enterprise Vault Discovery Accelerator.”

Compliance is easier because regulations, such as the General Data Protection Regulation (GDPR), require Whitestar to keep data within certain geographic boundaries. “Cloud archiving solutions can’t necessarily assure that,” Marco says. “Enterprise Vault helps us keep everything in-house efficiently.”

The team has been using Enterprise Vault to automatically locate PST files of old messages on the network and migrate them to the archive, making their contents searchable while minimizing risk. “We just acquired another company, and we’re importing sixth gigabytes of PST files from their network,” Marco says. “Their users are happy to discover all the archived PST contents can now be easily searched and accessed from their email clients. In addition, centralizing PSTs in the archive means we no longer have to back them up on the network.”

“The company has grown fast, but all our archived messages, files, and SharePoint documents are on a single storage shelf,” Marco adds. “We haven’t had to buy additional storage. Enterprise Vault paid for itself in less than a year.”

Whitestar and its efficiencies have attracted a major new investor, and expansion is underway across Europe. NetBackup and Enterprise Vault have played a key part. “It is a pleasure to work with Veritas and its solutions,” Marco says.

For more information

Please contact your local Veritas Sales Representative or Business Partner, or visit:
www.netbackup.com

[Veritas Enterprise Vault](#)

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* 5 recoveries per week × 50 work weeks per year = 250 recoveries per year × estimated 3 hours saved per recovery = 750 hours saved per year