VERITAS™

W.T. International B.V.

Backing Up Multiple Businesses as much as 100 Percent Faster with Veritas Backup Exec™ 2014

W.T. International provides data protection and other IT services to more than 100 other businesses. To enhance data protection, it upgraded to Veritas Backup Exec 2014. This enables the seven-person IT team to streamline backup administration by 50 hours per year, speed up backups for virtual and physical systems by up to 100 percent, enable daily virtual server backups to recover more current data, and save several thousand euro.

Who backs you up?

Efficiency matters in business and it especially matters to Maarten van der Hoek.

He and six other professionals in his company, W.T. International (WTI), are the backend IT team for 30 businesses in the Rotterdam, Netherlands area. For about 100 additional businesses, they provide various IT solutions and advice.

WTI counts on Veritas Backup Exec™ as its backup solution since the company started more than 15 years ago. "It's the only backup solution we sell," van der Hoek says. "One hundred percent of our customers with a backup solution have Veritas Backup Exec."

Gaining from Backup Exec 2014

Van der Hoek was eager to upgrade his customers to Veritas Backup Exec 2014 for a number of reasons. It saves the most precious resource his team has: time. "The Job Monitor has returned in Backup Exec 2014," says van der Hoek. "In one view, we can see if we're on the right track and if backup jobs are running okay. If there's an issue, we can open a log and tell which file and which kilobyte caused the issue. This is easy to retrieve, but we don't often need to retrieve it because of the way we can see status on the first screen."

Organization profile

Website: www.wti.nl
Industry: Technology
Headquarters: Rotterdam, Netherlands
Employees: 7

Key challenges

To support 100 businesses, W.T. International wanted to streamline data protection for (virtualized) environments and the latest operating systems.

Solution

The company upgraded to Veritas Backup Exec 2014 to gain new compatibility and unify physical and virtual backups.

Benefits

- Projected 50 hours per year reclaimed by enhanced notification system
- Up to 100% faster backups due to enabling recovery of virtual server images and granular files within them from a single-pass backup
- Ability to recover more current versions with daily virtual server image backups
- 100% recovery and 95% backup success rates
- Several thousand euro saved with physical-to-virtual (P2V) capability

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Maarten van der Hoek
IT Manager
W.T. International B.V.

New flexibility simplifies backup tasks. "Veritas made adjustments to the notification system and these enable us to have an easy-toread email waiting in our mailboxes each morning that lets us see inventories of tapes in each backup unit," says van der Hoek. "If we get calls from customers regarding the tapes, we don't have to log into their accounts and review this information. The email can easily save us a half-hour on some days, and I'd say as many as 50 hours per year that we can spend on more valuable tasks."

Double the services in a single backup pass

The most important benefit of Backup Exec 2014 is compatibility, van der Hoek says. "Backup Exec 2014 is compatible with Windows Server 2012 R2, and it enables us to capture and restore whole Hyper-V or VMware images, as well as single files from within those images—without having to do two backup passes. As a result, we back up as much as 100 percent faster. We're more flexible. And in case of a disaster, Backup Exec 2014 enables us to restore a whole VM image without staging it first, decreasing restore times."

Backup Exec 2014 also reduces backup time by about 10 percent compared to Backup Exec 2012, van der Hoek adds.

More time is saved because Veritas V-Ray technology provides a single, unified view of both physical and virtual server environments, and an increasing number of WTI customers have virtualized their servers. Backup Exec 2014 also dynamically protects new VMs that it finds during backups, so administrators don't have to adjust backup settings when adding VMs.

Boosting resilience and service levels

Because virtual servers are captured in a single pass, WTI can now back up virtual server files daily. "This wasn't practical before," van der Hoek says. "With daily server backups, we can recover more current server images for customers, and from the same backup, we can also restore a single spreadsheet or Word document."

WTI plans to further enhance disaster recovery capabilities for customers by deploying Backup Exec 3600 Appliances in a remote data center as backup targets. This will enable WTI to recover a customer's entire server to bare metal or dissimilar hardware and convert backups to virtual machines (physical to virtual (P2V)) for instant recovery. If a customer's on-site server fails, the backup server can be up and running in a VMware or Hyper-V environment in the time it takes to turn on a virtual machine.

WTI is also pleased that Backup Exec 2014 protects Microsoft Exchange Server 2013. "This is important because at least once a month, customers ask us to recover one or a few email messages, and this would take us too much time without the Veritas Granular Recovery Technology (GRT) in Backup Exec 2014."

Technology environment
- Server platform: Windows Server 2012 R2 and others including Hyper-V, VMware for 130+ companies
- Applications: Microsoft Office, others
- Database: Microsoft SQL Server, Oracle, others
- Storage: Many vendors (100+ companies)

Solutions
Veritas Backup Exec™ 2014

Services
Veritas Basic Maintenance Services

> "W.T. International has been contributing to our success for eight years because of the deep expertise behind their support. And with Veritas Backup Exec 2014, they're giving us good remote monitoring of our backup jobs."

Peter Orgelist
IT Manager
VORM Bouw B.V.

Recovery success rates have been 100 percent, van der Hoek adds, and backup success rates have been 95 percent with Backup Exec.

WTI plans to use Backup Exec deduplication for additional gains. "It will enable many of our smaller customers to add extra drive space to their Backup Exec servers and combine the strength of disk and tape backup without further investment in a backup appliance," van der Hoek notes.

Saving several thousand euro with P2V

The P2V capability of Backup Exec gave van der Hoek a simple way to solve a tough problem for a 200-person construction company called VORM Bouw. This customer had a legacy server hosting a heavily customized Lotus Notes application used for invoice registration.

"We needed to upgrade the Notes server, and because of the customization, the project would have required a special consultant for a week," van der Hoek explains. "We used the Backup Exec P2V capability to virtualize the server instead, and saved several thousand euro in costs."

The conversion was simple and fast, van der Hoek adds. "The virtual server now runs very well on new hardware, and nobody is even aware that it's not a physical server anymore."

You're only as good as your back up

VORM Bouw has been working with van der Hoek for a long time. Says the company's IT Manager Peter Orgelist: "W.T. International has been contributing to our success for eight years because of the deep expertise behind their support. And with Veritas Backup Exec 2014, they're giving us good remote monitoring of our backup jobs."

Businesses rely on WTI, and WTI relies on Veritas. Says van der Hoek: "With Backup Exec 2014, Veritas knew they had to come up with the quality they are known for. And in our opinion, they succeeded."

For more information

Contact your local Veritas Sales Representative or Business Partner, or visit our website at www.veritas.com.

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