

Datacom New Zealand

Veritas Gold Partner Datacom Discusses the Strategies Driving Its Fast Growth

Datacom has won a number of Partner of the Year awards in its region and built solid, steady growth for years. What's behind its success with Veritas solutions? The company discusses the strategies and tactics driving its growth.



ORGANIZATION PROFILE

Site: www.datacom.co.nz

Geographic Area Served: Asia Pacific

Headquarters: Wellington, New Zealand

Serves Company Size: SMB to enterprise, corporate and public sector

Status: Veritas Gold Partner

Veritas Solution Focus: Archiving, Backup and Recovery

From burden to benefit

In a world accustomed to technology whiz kids and unicorn start-ups, longevity in IT may seem quaint, even archaic. But as Datacom has proven, global experience and deep roots in local economies are what many companies really need in an IT partner.

More than 4,900 Datacom employees serve customers from offices and 13 data centers across New Zealand, Australia, Malaysia and the Philippines. Their work has contributed to Datacom's revenue growing at a compound annual rate of 11.2 percent for the past 10 years, recently exceeding NZ\$1 billion (US\$709 million). Its focus on customer achievement has garnered numerous accolades from major vendors.

One key Datacom advantage is that its executives live in the markets it serves, giving them intimate knowledge of their customers' challenges. "We're locally owned, and our competition tends to be foreign-owned and directed from either Europe or the United States," says Peter Stein, licensing general manager at Datacom. "Having our leadership in the region helps us focus on the needs of the individual."

“We’ve used Veritas NetBackup as the backup solution for our VMware cloud service and also for tape-based backups. NetBackup has enabled us to deliver a reliable, consistent and secure multi-tenant service to customers for years.”

Bryce O’Kane,

Associate Director,

Cloud, Networks and Security (CNS) at Datacom

Another factor driving growth in the region is the popularity of Veritas solutions such as NetBackup™, EnterpriseVault™, Backup Exec™, Data Insight, and InfoScale. “They are trusted brands with strong track records,” says Stein.

Moving forward with NetBackup

Veritas NetBackup plays a key role in supporting Datacom’s fast-growing infrastructure-as-a-service offerings, protecting over 16 petabytes of uncompressed data per month.

As a Veritas Gold Partner, Datacom appreciated being able to provide input to the NetBackup product team as it developed the solution’s multi-tenant capabilities. Datacom is also taking advantage of a NetBackup self-service portal that enables its engineers to perform customer recoveries from anywhere, 24x7.

“We’ve used Veritas NetBackup as the backup solution for our VMware cloud service and also for tape-based backups,” says Bryce O’Kane, associate director, Cloud, Networks and Security (CNS) at Datacom. “NetBackup has enabled us to deliver a reliable, consistent and secure multi-tenant service to customers for years.”

Besides using NetBackup to protect cloud services, Datacom is designing and delivering NetBackup solutions at customer sites. The company provided a large Australian government bureau with 22 Veritas NetBackup Appliances for offices across the country—the second largest NetBackup appliance deal in the world at the time. NetBackup Appliances de-duplicate data at the source and replicate only changed blocks between appliances across the organization’s network, allowing data to be recovered at other locations if necessary, and without the complexity and risk of shipping tapes. “Before deploying NetBackup, the customer had to have non-IT people loading tapes, and backup wasn’t consistent or easy to validate,” says Stein. “Now it is.”

Turning archiving from problem to results

Another Veritas success story at Datacom began when a major New Zealand finance company became frustrated with its email archiving appliance from another vendor; it was hard to use and expensive to expand. It asked Datacom for help. “We replaced their solution with Veritas Enterprise Vault and migrated the entire archive, all for less than the cost of upgrading its prior solution,” says John Grigson Business Manager, Data Protection Services at Datacom. “There will be significant savings from being able to choose the right tier of storage for the archive, and the superior search and usability of Enterprise Vault is winning praise from users.”

Many companies are finding that unstructured data, including email, is growing too fast, Grigson adds. “Most clients have no data retention policy in place and they end up keeping everything forever, which compounds the problem,” he explains. “We show clients their options and use tools such as Veritas Data Insight to reveal what data is present across the network, who owns it, and how it is used. Often they find terabytes of data that are no longer needed and can be safely deleted. Then we help them put new retention policies in place.”

Getting a lift from the cloud

Veritas Enterprise Vault.cloud meets another key need. “Some of our customers work in the remotest areas of the Asia Pacific region,” says Stein. “With Enterprise Vault.cloud, they archive with the speed and features they’d get at a Wall Street firm—but without the cost and management hassles of on-site IT infrastructure.”

Datacom keeps finding new ways to turn data from burden to benefit, and Veritas is a key partner in that effort. About six years ago, Stein says, Datacom committed to Veritas as a top-tier player, and Veritas reciprocated. “We built this relationship together,” he says. “And the trust that people have in Veritas solutions really helped drive growth from there.”

For more information, please contact your local Veritas Sales Representative or Business Partner, or visit:

[Enterprise Vault \(Cloud and On-Premises\)](#)

[NetBackup](#) and [NetBackup Appliances](#)

[Backup Exec](#)

[Data Insight](#)

[InfoScale](#)

For other partner success stories, visit [Veritas Partner Force](#)

Veritas World Headquarters

500 East Middlefield Road

Mountain View, CA 94043

+1 (650) 933 1000

“We’re locally owned, and our competition tends to be foreign-owned and directed from either Europe or the United States. Having our leadership in the region helps us focus our story on the needs of the individual.”

Peter Stein,

General Manager,

Software and Licensing, Datacom

DATAKOM SOLUTION SUMMARY

Veritas Competencies

- Archiving
- Enterprise Backup and Recovery (Principal and Expert-level)
- Mid-Market Backup and Recovery

Key Industries

- Education and Research
- Energy
- Financial
- Food & Management Services
- Government: Federal
- Government: State and Local
- Healthcare
- Insurance
- Legal
- Manufacturing
- Mining
- Non-Profit
- Public Utilities
- Real Estate
- Transportation
- Wholesale Trade
- Other

Services Provided

- IT Consulting
- IT Implementation
- License Management
- Management Consulting
- Operations Management
- Outsourcing

Veritas Products Offered

- Veritas Backup Exec™
- Veritas Enterprise Vault™
- Veritas Enterprise Vault.cloud
- Veritas NetBackup™
- Veritas NetBackup™ Appliance 5000 Series
- Veritas NetBackup™ Appliance 5200 Series
- Veritas Data Insight
- Veritas InfoScale

Technical Accreditations

- STS Veritas Enterprise Vault 11.0 for Exchange
- STS Veritas Enterprise Vault 12.0 for Exchange
- STS Veritas Backup Exec 2014
- STS Veritas Backup Exec 2015
- STS Veritas NetBackup 7.5 for Windows

Veritas Awards

- FY 16 Service Provider Partner of the Year (Pacific)
- FY 14 Managed Services Provider of the Year ANZ
- FY 13 SMB Market Specialist Partner of the Year ANZ
- FY 13 Enterprise Service Provider Partner of the Year ANZ