

Case Study

QUICK FACTS

Industry/Solutions:

- Professional Sports

Platform/File System:

- Microsoft Windows 2003

Applications:

- Microsoft Windows Server 2003
- Microsoft SQL 2003
- Microsoft Exchange 2003
- Microsoft SharePoint 2003
- Microsoft Active Directory 2003
- VMware ESX 3

Partner Hardware:

- NetApp FAS3050 Storage Systems
- Overland NEO 4000 tape library
- Overland REO 9000 disk appliance

Challenges:

- Increasing reliance on online video resulted in exponential spike in storage.
- Outgrew legacy backup and recovery platform.
- Lack of reporting and faulty data protection led to excessive administration.
- Sought an enterprise solution that could support growing data protection needs while also accommodating burgeoning data management requirements.

Competitive Challengers:

- Symantec's Veritas NetBackup, IBM Tivoli Storage Manger, EMC Legato Networker

Solution:

- CommVault Simpana

Benefits:

- CommVault helped reduce backup windows by more than 50 percent, including streamlined NetApp backups thanks to Simpana NDMP utility.
- Migration to CommVault Simpana, which leverages Singular Information Management, to deliver heightened performance and enhanced functionality.
- Administrative overhead significantly reduced while extracting greater business value from existing data.
- Complete data management capabilities, including enhanced security, content indexing and replication boost disaster recovery while helping manage growth and lower costs.

Cleveland Indians Hit a Grand Slam with CommVault® Simpana® Software & Singular Information Management® Capabilities

Customer Profile

As the defending 2007 American League Central Champions, the Cleveland Indians entered the 2008 Major League Baseball (MLB) season armed with scores of game videos for advanced scouting and training purposes. Thanks to a state-of-the-art video system that captures every pitch of all 32 MLB teams' games, the Indians can continually hone necessary skills and competitive playing strategies.

Recognized as one of the top five most technically advanced clubs, the Indians rely on a robust data asset management system for video cataloging and analysis as well as a virtualized server environment for handling ongoing expansions economically and efficiently. The team also has a solid storage area network (SAN) and enterprise data protection for storing and safeguarding more than 18TBs of online video and operational data.

According to Whitney Kuszmaul, network manager for the Cleveland Indians, ever-increasing technology requirements caused storage to double in a year. "Fortunately we anticipated an exponential spike and had deployed a NetApp FAS3050 storage system with 24TBs of allocated capacity," he recalls. "We also leveraged a long-standing partnership with CommVault and deployed Simpana® software to gain substantial improvements our data management strategy."

Data Management Environment

The Cleveland Indians made an initial entry into video capture and archiving in 2004 and soon began adding file servers and storage to hold up to three years of video online while supporting both custom and off-the-shelf financial, retail and back-office applications. A predominantly Microsoft environment, the team has made a significant investment in Microsoft SharePoint, Exchange and SQL Server databases.

Over the past few years, the Indians implemented VMware to extend the availability and performance of mission-critical Microsoft applications while dramatically improving server utilization. "We support nearly 76 Microsoft Windows file servers, of which approximately 48 are virtualized," explains Kuszmaul. "VMware became an integral part of our environment after a year or so of rigorous testing. Our virtualized infrastructure continues to grow in keeping pace with our fast-paced environment."

Another expansion area for the Indians is enterprise data management as Kuszmaul maintains a best practices approach to data protection, storage resource management and disaster recovery. The team's first investment in enterprise data management was in 2005, when CommVault® Backup software was deployed to replace Symantec's Veritas Backup Exec. With CommVault's comprehensive reporting and centralized information management, Kuszmaul lowered overall administrative overhead significantly while substantially boosting data protection reliability. The addition of Overland's NEO 4000 tape library and REO 9000 disk-based backup and recovery appliance delivered expandable D2D2T (disk-to-disk-to-tape) data protection. Since then, the Indians have upgraded to the most recent version of Simpana Backup software to gain performance benefits from the new platform's 64-bit architecture and expanded functionality. "With CommVault Simpana software, we can extract the most value from our data," notes Kuszmaul. "Stepping up was a strategic decision that will deliver dividends for years to come."

Moving up from Minor-League Data Protection

Prior to installing Simpana Backup software, the Cleveland Indians struggled with Symantec Backup Exec software, which couldn't keep up with burgeoning backup and recovery demands. "We quickly outgrew Backup Exec," recalls Kuszmaul. "There was no reporting to speak of, so we had to create Excel spreadsheets to track our jobs and at least 30 minutes a day was spent babysitting backups."

Moreover, backups started failing every couple of days and it became harder to make backup windows. In 2005, Kuszmaul decided to replace Backup Exec and assessed the capabilities of Symantec's NetBackup as well as IBM TSM (Tivoli Storage Manger), EMC Legato Networker and CommVault Backup software. IBM TSM was ruled out as it was double the price of EMC and CommVault. NetBackup also was priced higher than both of the aforementioned solutions, so the Indians took a closer look at both CommVault and EMC, finding the CommVault Backup software's graphical user interface, centralized management and cataloging capability most appealing.

Additionally, CommVault spelled out a future product roadmap and strategic direction that was better aligned with the Indians' unfolding requirements for replication, encryption and disaster recovery. "The company's software architecture offered a future-proof solution that could scale to meet our growth demands while making it easy to add more functionality as our needs dictated," says Kuszmaul. "CommVault's vendor-neutral stance let us avoid vendor lock-in, which was a concern with the EMC Legato Networker."

In November 2005, the Indians installed CommVault Backup software and Overland's NEO tape and REO disk appliances. Immediately, backup windows were reduced by more than 50 percent. File recovery also received a substantial boost; it typically took less than five minutes to restore a video clip that once took up to 75 minutes to locate and retrieve. "Within the first three weeks of installing CommVault Backup software, our management went from 45 minutes a day to less than 30 minutes a week," explains Kuszmaul. "The reporting capability made it easy to get backups and restores down to a science. I couldn't recall the last time I needed to troubleshoot something."

CommVault Simpana Software Covers all the Bases

In February 2008, the Indians migrated to CommVault Simpana software during a server refresh, which encompassed a move to 64-bit server architecture. CommVault's latest software leverages 64-bit architecture and Singular Information Management® approach for heightened performance and enhanced functionality. As a result, the team has improved overall access to information while enjoying additional business value from organizing, managing and discovering enterprise information across all storage tiers.

Expanded enterprise security and role-based authentication, including Microsoft Active Directory integration, single sign-on authentication and a range of options for managing VMware systems, also have proven beneficial.

In particular, the Indians have used VMware Consolidated Backup (VCB) on several utility servers while also leveraging host-based backups for transactional servers.

Simpana software's NAS Network Data Management Protocol (NDMP) utility also gets cheers from the Indians as it enables using the Simpana software's unified console to manage data protection operations on its NetApp storage systems. The interface enables the team to realize backup performance at speeds up to 170 GBs/hour while reducing backup from 14 hours to less than six hours. "We appreciate how well Simpana works with all platforms," comments Kuszmaul. "Tight integration with NetApp and NDMP saves us a ton of time and money while cutting our backup window in half. It's much easier now to manage the NetApp backup to our NEO library, and CommVault's seamless operation makes it all possible."

A roster of reports has replaced Kuszmaul's manual spreadsheets for monitoring backups and keeping track of storage resources. "Automated data protection reports are a huge plus," he adds. "Plus, Simpana software simplifies the analysis of our primary storage utilization, so we can easily tell which data hasn't been touched in 90 days or which user has more than 1GB of e-mails. The additional visibility into historical storage usage and future trends has proven invaluable in our strategic planning and budgeting processes."

With CommVault Simpana software, the Cleveland Indians easily meet current data management requirements while positioning to handle ever-increasing needs. And, a ready-team of technical experts is always available when questions arise. "CommVault's customer service and technical support are second to none," Kuszmaul adds. "They are responsive and extremely knowledgeable. On top of that, the company's online support is unbelievably useful."

Adding Content Indexing, Deduplication and Replication to the Line-Up

In 2009, the Cleveland Indians plan to evaluate additional CommVault innovations, including scalable content indexing, deduplication and replication. With its unique integration of the FAST Instream® enterprise search technology platform, Simpana software can provide a highly-efficient way to index content across e-mail messages, attachments, postings, files and documents from Microsoft Exchange Server and SharePoint.

Simpana software's deduplication feature would eliminate duplicate copies of data found in backups and archives stored on disk. "This capability should reduce the backup set on our Overland REO disk appliance by more than 60 percent," says Kuszmaul. "That would be a great way to manage growth and lower the costs of disk storage." Also on the planning docket is the addition of broader data encryption, such as AES-256 encryption, to bolster Payment Credit Industry (PCI) compliance. "We already encrypt all our databases, but adding AES encryption to all data transferred to the disaster recovery site would provide an extra measure of protection," explains Kuszmaul. "We're also looking into adding Simpana Replication to support remote disaster recovery at the team's Goodyear, Ariz., spring training facility."

Simpana Replication software would enable creating and retaining a second copy of critical operational data at the secondary facility. In the event of an outage in Cleveland, the second copy would be instantly available for use. As with everything else, we can manage our replication through Simpana software's unified console, which eliminates the hassles of learning and handling a separate point product. "I want to do more things with my data and CommVault gives us the future-proof solution that can scale as our environment evolves," Kuszmaul concludes. "Simpana's single platform approach to data management will make it easier for the Cleveland Indians to extract maximum business value from our data."



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