

## CommVault Galaxy Replaces Veritas Backup Exec at Grant Thornton, LLP — Delivers Reduced Backup Windows and Seamless Interoperability with EMC SAN Storage Systems

### QUICK FACTS

#### Industry/Solution:

- Accounting, Tax & Management Advisory Firm

#### Platform/File System:

- Microsoft Windows 2000

#### Applications:

- Microsoft Exchange 2000
- Microsoft Active Directory

#### Partner Hardware:

- EMC CLARiiON IP4700
- Microsoft Cluster Server
- Compaq Cluster Server
- StorageTek L80

#### Challenges:

- Previously, backups were performed at the local office level using Veritas' Backup Exec™. But a spot-check of local backups revealed problems waiting to happen.
- In one case GT administrators had to go back 3 months in order to find a backup tape that worked.
- In the event of a crash, or even a simple virus, recovery would have been impossible. Months worth of valuable work product would have been lost.

#### Solution:

- CommVault Galaxy Backup & Recovery

#### Benefits:

- Fast, scheduled backup and restores — increased availability of the Exchange server
- Simplified operation/automation — help to lower IT administration overhead and allows IT staff to focus their efforts elsewhere
- Seamless/scalability granularity — integration with partner products

### Overview

Grant Thornton, LLP, is the leading global accounting, tax, and management advisory firm dedicated to serving the needs of middle-market companies. To quickly and reliably back up several new SAN-based services, starting with Microsoft Exchange™, GT selected CommVault® Galaxy™. Says Dave Johnson, Director of IT at Grant Thornton, "We architected our IT infrastructure around the best hardware and software the industry has to offer. Why would we compromise on our data management application?"

### Company Profile

Founded in 1924, Grant Thornton serves public and private middle-market clients through 44 offices in the United States, and from more than 650 offices in 109 countries through Grant Thornton International. Having grown primarily through the acquisition of smaller firms, Grant Thornton today is achieving savings in the hundreds of thousands of dollars per year through standardization and consolidation of their IT infrastructure. Much of their success has been achieved through the adoption of Storage-Area Networks. GT's innovative application of EMC SAN-based storage systems, backup, and associated savings recently won them a SearchStorage.com Innovator Award.

Since 1997 Grant Thornton's IT initiatives have included:

- HW/SW standardization
- Network upgrades / WAN establishment
- Consolidation of email provisioning
- IT/Telecom Convergence
- Tested, fail-safe backups, and restore capabilities
- Virtualization of services and files via SAN

### Data Management Challenges

Each of Grant Thornton's IT initiatives led to a greater need for, and additional opportunities to take advantage of high performance, rock-solid backups.

Consolidation of Grant Thornton's email provisioning consisted of replacing 44 Exchange™ V5.5 servers, one in each office, with four Exchange2000™ servers utilizing SAN storage. This centralization meant that dependable backup and recovery capabilities became critical. Says Johnson, "Email is the backbone of our business. We don't build widgets. Our people, our information, and our ability to share that information are critical to our success."

Previously, backups were performed at the local office level using Veritas' Backup Exec™. But a spot-check of local backups revealed problems waiting to happen. In one case GT administrators had to go back 3 months in order to find a backup tape that worked. In the event of a crash, or even a simple virus, recovery would have been impossible. Months worth of valuable work product would have been lost.

According to Johnson, "The punch of the [Galaxy] product is its ability to work seamlessly in an EMC SAN environment and augment Exchange2000™, including complete support for Active Directory™. Active Directory is critical to our plans to migrate our client directory structures to our SAN, and there again, we'll be backing all of that up using Galaxy. There are few if any backup products that offer the level of Microsoft support that Galaxy does."

### How Galaxy Was Selected

Having made the decision to consolidate Exchange onto SAN-attached servers at four hub locations, New York, Los Angeles, Chicago, and Dallas, and provision it to users at local offices via WAN, Johnson began looking for a product which offered both the flexibility, and the horsepower needed to successfully back up the SAN/Server systems at each hub. Each system consists of a Compaq Cluster Server running Microsoft Cluster Server Enterprise Edition, an EMC CLARiiON IP4700 storage unit configured as SAN, and a fiber-channel attached, SDLT-equipped StorageTek L80 drive.

### SAN + CommVault Galaxy = Reduced Backup Windows

Says Johnson, "We utilize EMC CLARiiON SAN systems. We use the same system in all four hubs, and in our Enterprise Data Center. First, we created 2 TB of storage provisioned exclusively for use by Exchange. This information store includes a compilation of voicemails, emails, and faxes. This goes directly off to the StorageTek L80 over fiber switch. And the CommVault software is running on it as well so we have hi-speed backup with Galaxy right to the StorageTek L80.

According to Johnson, "We saw Galaxy demos, brought a demo copy in house, our engineers ran some tests, and so forth. We were amazed at Galaxy's flexibility, such as its ability to restore individual emails as well as entire email boxes at any point in time you want. Its speed was what was really astounding. The icing on the cake was when one of CommVault's competitors claimed Galaxy achieved its exceptional performance by using non-standard API calls." In fact, it was exactly the opposite-Galaxy is 100% Microsoft certified, and uses only the approved

Exchange™ API set. "With Galaxy, we can restore an entire Exchange server in under an hour.

### Greatly Reduced Backup Windows

Backups at Grant Thornton's New York office, which had previously taken as long as thirty-two hours, are now being performed in four. Says Johnson, "What kind of a backup is it if it takes more than an entire day to complete? You can't put an entire business on hold." CommVault also supports the replication of data on lost or stolen PC's. "We can replicate the data from a stolen PC in less than four hours," says Johnson.

### Superior Service and Support

Grant Thornton's selection of CommVault had as much to do with the company as it did the merits of Galaxy, according to Johnson. "As a services firm, we pride ourselves in establishing good relationships with our vendors and our customers. If an organization isn't good at dealing with people, no matter how wonderful their technology is, there's a big potential for failure. We are vitally interested in determining which companies "just" sell products, and which companies are people-oriented. Our interactions with CommVault convinced us they were as dedicated to our projects' success as we were. They were the kind of people we wanted to work with."

### CommVault Prevents Major IRS Snafu

Grant Thornton was the first major accounting firm to implement the CMS billing and expense reporting software in a SAN-based environment. In the distributed environment used previously, there was little or no ability to "quiet" the entire CMS database sufficiently to perform a backup, since entries were continually arriving and being consolidated

on a number of servers. Achieving any sort of usable backup was virtually impossible.

Consolidation of CMS provisioning onto a 8-way server with its own StorageTek L-180 tape drive allowed GT to begin using Galaxy to back up the underlying SQL-7 database. When faulty IRS forms were loaded into CMS, at the very end of a quarter, on the exact day when W2 and 1099 filings were due, disaster loomed. Fortunately a snapshot had been taken right before the forms were implemented, and Galaxy was able to provide a complete restore of GT's CMS server in under an hour. The IRS deadline was not missed.

### Hurting Toward the Future

Says Johnson, "As we gain more experience with Galaxy, and the future rushes towards us, we expect our use of CommVault Galaxy to provide additional savings to our firm. With WAN charges continually dropping, consider how that affects backup. Right now backing up a local office requires a \$10K or greater investment in hardware. The day will come when it will be more economical to back up over high-speed WAN, through a hub, to a centralized StorageTek L-80."

"Voicemail, faxes, email, it's all just data now," adds Johnson. "It's exactly what everyone predicted ten years ago: 'Eventually everything will just become data on the network.' If you take that idea to heart, and build on that as an architectural concept, then you can achieve some amazing things today, especially with cheap bandwidth. But regardless of the type of data, where it came from or where it's going, you have to have the ability to reliably back it up and restore it. That's what CommVault Galaxy gives us."

[www.commvault.com](http://www.commvault.com) | 888.746.3849 | E-mail: [info@commvault.com](mailto:info@commvault.com)

CommVault Worldwide Headquarters • 2 Crescent Place • Oceanport, NJ 07757 • 732-870-4000 • Fax: 732-870-4525  
Regional Offices: United States • Europe • Middle East & Africa • Asia-Pacific • Mexico & Latin America • Canada • India • Oceania

