

Case Study

QUICK FACTS

Industry/Solution:

- Biopharmaceuticals

Platform/File System:

- Microsoft Windows 2003

Applications:

- Microsoft Exchange 2003
- Microsoft SQL Server
- VMware

Partner Hardware:

- Dell
- IBM
- Quantum Scalar tape libraries

Challenges:

- Legacy Tivoli Storage Manager platform was costly and complex to use and manage
- Lack of data archiving and migration capabilities led to a laborious, expensive, outsourced solution for handling legal discovery requests
- Mounting industry regulations created compliance challenges
- Ever-increasing mailbox sizes were hard to control and inadequate tools created an administrative burden

Competitive Challengers:

- Reviewed data protection offerings from Symantec/Veritas, Computer Associates, EMC/Legato and BakBone

Solution:

- CommVault Simpana 7.0 Data Protection, Archive and Search software modules

Benefits:

- Dramatic reduction in administrative overhead: from three hours to less than 10 minutes daily while restores are nearly instantaneous
- Unified console for managing data protection, archive and migration has facilitated the addition of integrated archiving and migration capabilities
- Time required to configure email and network migrations was reduced from six and up to 20 hours respectively to approximately 10 minutes for total set-up
- Self-service search and legal discovery have produced a major productivity boost while saving hundreds of thousands of dollars on outsourced solutions
- Tight integration with VMware provides elevated protection of virtual server environment

ICOS Finds Cure for Backup, Recovery, Archive and Discovery Ailments With CommVault Simpana 7.0 Data Protection and Archive Software

Customer Profile

ICOS Biologics develops and manufactures therapeutic proteins for early clinical trials of biopharmaceuticals. At its headquarters in Bothell, Wash., dedicated researchers and scientists focus on finding innovative solutions to unmet medical needs. Meanwhile, a 12-person IT team embraces best-of-class technologies to ensure access to the latest information while also safeguarding potentially lifesaving research and documentation.

Data Management Environment

Protecting ICOS' valuable collaborative research findings and online correspondence is a core responsibility for the company's IT department. This group oversees approximately 100 IBM file servers running a variety of applications, including laboratory information management, content management and a human resource information system (HRIS). Microsoft servers dominate the technology landscape, running Microsoft Windows, SQL Server and Exchange. Additionally, VMware Server and ESX Server are used in the company's test and development environment to improve hardware utilization and maximize available resources.

Thanks to aggressive records management policies and procedures, ICOS is able to support approximately 5 TBs of direct attached storage without experiencing surges in data growth. An ever-changing regulatory environment, including strict compliance with FDA, GXP, FRCP

and Sarbanes-Oxley regulations and increasing legal discovery requirements, however, created a myriad of challenges, according to Rob Rees, senior systems administrator for ICOS. In particular, ICOS was forced to outsource all legal discoveries, which was a costly and time-consuming effort. In addition, ICOS lacked a centralized solution for archiving or migrating data, which made it increasingly difficult to manage escalating growth in mailbox sizes.

With responsibility for data protection, compliance and litigation discovery requests, Rees deployed CommVault's Simpana 7.0 software to support a complete range of data management functions in a unified, streamlined manner for dramatic improvements in productivity and operational efficiencies. CommVault's Simpana 7.0 software enables ICOS to leverage a singular approach to data protection, Exchange archive and data migration. According to Rees, the ability to use a single, centralized console for managing daily backups, restores, email archives and data migrations is welcomed relief from the previously painful process. "CommVault has completely alleviated the pain of backup and recovery while enabling us to make significant strides in meeting compliance and discovery demands," he says. "Doing all this from a unified console is the key to our success. It makes so much sense and saves so much time in training and daily management. It's the only way to go."

Regulatory Checkups: Compliance is Crucial

Within the biotech industry, complete compliance with regulations as set forth by the Food and Drug Administration (FDA) are commonplace. Companies like ICOS also must adhere to Good Manufacturing Practice & Quality Service Regulations (GxP), a set of legal requirements for the application of quality assurance and control principles and standards for drug manufacturing.

To ensure compliance with these regulations as well as Sarbanes-Oxley and new amendments to the U.S. Federal Rules of Civil Procedures (FRCP), ICOS had to preserve email, files, backup tapes and more. Over time, these mounting regulatory requirements became a larger concern along with responding to litigation discovery requests. Since no in-house discovery capabilities existed, ICOS was forced to outsource these projects, which cost the company hundreds of thousands of dollars and took months to complete.

No More Backup Band-Aids

After too many years and endless long hours trying to use Tivoli Storage Manager (TSM), ICOS was ready for a change. "TSM was far too complicated; any revision to our backup and recovery scenario required an on-site programmer as there was no GUI and everything was done through scripting," explains Rees. "It took two-to-three hours a day to administer even the most routine procedures, so it became clear that spending more than 30 percent of my time trying to use TSM was an extremely inefficient use of resources."

Furthermore, TSM didn't support data archiving or migration, which were becoming increasingly important requirements. "We'd been using a Shareware product for desktop and enterprise clean-ups that was just awful," Rees adds. "We also had problems with mailbox sizes that were out of control as users sometimes forwarded everything to their own mailboxes to get around our clean-up requests. As a result, it was common to find mailboxes that were 10-15 GBs in size. All these issues just exacerbated any e-discovery requests."

In seeking a simpler yet more robust data protection platform, ICOS identified a list of top criteria, including a centralized console for all data protection functions, ease of configuration and daily use with its Quantum Scalar tape library, message-level recovery for Exchange, policy-driven backup and restore procedures, along with archiving and migration. Next, they reviewed a long list of data protection providers to determine which software best fit their needs.

After evaluating the gamut of products from the major contenders, only CommVault's Galaxy Data Protection with Data Archiver modules met all the criteria. As a result, CommVault outpaced offerings from Computer Associates, Symantec Veritas, EMC Legato and BakBone. "CommVault was head and shoulders above the rest," Rees explains. "CommVault was the clear winner—with all the backup and recovery 'must haves' plus integrated archive and migration."

While ICOS had planned a methodical move to CommVault, persistent problems with TSM prompted an expedited

migration, which occurred trouble-free over just one weekend. Backups now are completely automated, reliable and easy to manage. As a result, Rees went from spending up to three hours daily to needing less than 10 minutes to manage trouble-free backups to three Quantum tape libraries. Meanwhile, typical restores are nearly instantaneous while large recoveries are streamlined. "I restored a 600 GB file in about 10 hours," recalls Rees. "Previously, it would have taken a week or more and required multiple tape changes. It would have been a laborious, painful process. CommVault has completely eliminated the pain of backup and recovery."

With CommVault's Simpana next-generation software firmly in place, ICOS is poised to take on whatever challenges lie ahead. For instance, Simpana's tighter integration with VMware sets the stage for greater manageability and enhanced data protection. ICOS can easily move data from a virtual server into a backup server environment, as well as recover data to dissimilar hardware if needed.

"CommVault gives new meaning to unified data management," concludes Rees. "What other companies deliver in a series of point products, which require different management interfaces, CommVault has produced in an integrated, cohesive solution. Having one console to manage all aspects of our physical and virtual server environment has enabled us to elevate our data protection, archive and migration capabilities to new levels of functionality while lowering our administrative overhead. CommVault's software and technical support is truly exceptional."



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