

Adea

What they bought

CommVault Simpana 7
Backup & Recovery Module

Competitive Replacement

IBM Tivoli

CommVault's Simplicity is Winning Solution for Adea's Data Issues

Customer background

Adea is a global business and information technology consulting firm founded in Dallas/Fort Worth, Texas in 1996. It is focused on delivering IT services and SAP solutions to over 100 active customers from diverse industries including retail, healthcare, telecommunications, technology and manufacturing as well as governments from all around the world.

As a software development company, certified to the ISO 270001 standard, Adea has to conform to certain standards when it comes to backup data. With a substantial team in India, Adea generates a massive amount of business-critical data that needs to be managed and backed up credibly.

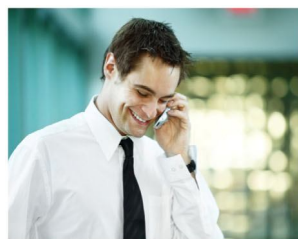
Customer Pain Points

Adea had previously been using IBM Tivoli for their backups. However as the size of their business critical databases requiring back ups increased, IBM Tivoli was unable to scale to cope with the issue. Backups routinely came to a halt, incoming emails were stopped and each time there was a problem, it involved going through IBM's support centre in Australia – a time consuming and expensive exercise. Adea quickly realised that this had escalated into a high risk situation, when they were unable to backup their data adequately with IBM Tivoli for six months.

Giving up on IBM, Adea decided to look for a new vendor to take charge of their backups. Frontier, Adea's IT partner embarked on this new backup project with them. Together they reviewed vendors including CommVault, HP and Veritas, before deciding to go with the CommVault solution.

Why Adea Chose CommVault

CommVault provided the product to Adea for a no-cost trial for a month. A skilled CommVault engineer was based on site for a couple of days to introduce the product and demonstrate the product functionality.



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Customer Quote

“CommVault’s product offering is very practical, user friendly and yet effective. The simplicity of the application is amazing. Our customers depend on us for an fast turnaround time on their solutions, and in turn, we need our data to be available and accessible. With CommVault, I’m happy to say that both the IT team and our colleagues are happy and satisfied with the way backups just run on their own smoothly and in the background, without disrupting any one’s work day. CommVault is a partner that we are very happy with and whom we want to have a continued relationship with.”
Ajay Jamble, Associate Manager IS, Adea

Why Adea Chose CommVault (Cont’d)

During this trial, the CommVault solution impressed Adea with its simple and manageable system that was able to provide full protection to all the database and application data in Adea’s heterogenous environment quickly and easily. The team at Adea were very quickly able to get to grips with the user friendly management interface and run detailed reports that could be easily customized. Troubleshooting where required no longer took days and the entire team felt comfortable using the system.

What it did for them

Reduced Maintenance Cost

When Adea were using IBM Tivoli for their backups, they needed a dedicated resource just to manage and monitor backups. As CommVault has a simple management interface, there is no longer a need for a dedicated resource on the backups thereby freeing up valuable resource and saving manpower costs.

Faster & More Reliable Backups

After 6 months of painful intermittent backups using IBM Tivoli, the team have finally been able to relax with the CommVault Backup & Recovery running smoothly and managing to backup databases on SQL, Oracle and Exchange on both Windows and Unix environments without a hitch. Since implementing CommVault Backup & Recovery, Adea has been able to reduce their backup window to less than 4 hours, compared to IBM TSM’s backup window of 5 hours, a reduction of about 30%. Adea employees enjoy greater productivity as backups no longer slow down or halt their PCs, disrupting their work day. ‘With CommVault, it’s all working fine, people are happy’, said Ajay Jamble, Associate Manager IS, Adea.

Improved Support

Where Adea used to have to wait for days and weeks for a response from IBM’s support centre in Australia, they can now receive support quickly and easily with a free, local support hotline that is manned by CommVault support staff out of its India Development Centre in Hyderabad. ‘In the past 4 months we have been using CommVault, we have had only one technical problem, which was immediately addressed,’ said Ajay Jamble, Associate Manager IS, Adea. Adea now feel confident that any support issues will be addressed immediately and resolved quickly.

