

CommVault Chosen to Protect Microsoft Windows 2000 & Microsoft Exchange 2000 Data for one of Chicago's "Fast50" Firms

QUICK FACTS

Industry/Solution:

- Multinational software and services firm

Platform/File System:

- Microsoft Windows 2000

Applications:

- Microsoft Exchange 2000

Partner Hardware:

- IBM servers, desktops, and laptops
- HP Thin Clients
- HP MSA 1000 storage area networks (SANs)
- Snap Server network attached storage (NAS)
- MCP iSCSI disk array
- Quantum 1500 Ultrium tape library

Challenges:

- With critical operational data residing on their Exchange messaging system, SPSS needed a highly scalable backup and recovery package. SPSS was managing backup and recovery functions on a 'per server' basis, requiring a great deal of time and personnel resources. This strategy became increasingly cumbersome to administer as SPSS grew.

Solution:

- CommVault Galaxy Backup & Recovery

Benefits:

- Saves time — "Galaxy enabled SPSS to take their overall backup and recovery strategy to a new level of streamlined, centralized automation"
- Easy-to-use — "Each rolling installation was fully functional on the same day it was deployed"
- Scalable architecture — "CommVault's support for both SAN and NAS architectures make it the logical choice for SPSS' future growth"
- Bullet-Proof Protection

Company Profile

SPSS Inc. is a multinational software and services firm with more than 40 offices and 1300+ employees. SPSS utilizes Microsoft Exchange as their primary messaging application, including engineering, marketing, sales, operations and customer support. To accompany a company-wide rollout of Microsoft Exchange 2000™ and Windows 2000™ SPSS selected CommVault Galaxy Backup and Recovery. None of the other backup packages SPSS uses, or evaluated, offered CommVault's high level of support for Microsoft's latest offerings including the ability to restore even an individual email. Other selection factors included the ability to remotely perform backup administration along with CommVault's support for SAN architectures SPSS intends to adopt in the near future.

Background

The flagship SPSS statistical analysis packages have been around since the 1960's. The basic SPSS package consists of two inter-related components, the statistical package itself and the SPSS language, a syntax used to execute commands and procedures. SPSS solutions are used today to integrate and analyze marketing, customer, and operational data. SPSS, the firm, has blossomed into a dominant force in the analytical CRM/business intelligence market.

SPSS' computing environment consists of 120+ departmental file servers, several UNIX "islands," machines used by SPSS' developers and individual PC's used for office productivity applications, including email. Backup was previously being handled by a combination of ARCserve and Veritas' packages.

The Challenge

With critical operational data residing on their Exchange messaging system, SPSS needed a highly scalable backup and recovery package. SPSS was managing backup and recovery functions on a 'per server' basis,

requiring a great deal of time and personnel resources. This strategy became increasingly cumbersome to administer as SPSS grew.

SPSS' plans to roll out Microsoft Exchange and Windows 2000 to replace Exchange5.5 and earlier Windows versions encompassed approximately 25 servers. SPSS needed a backup strategy to accompany the rollout. Yet support for Microsoft Exchange and Windows 2000 (agents) were lacking from SPSS' other vendors.

The Solution

According to Walt Starr, SPSS' Network Services Manager, "We selected CommVault as a result of being part of the Exchange 2000 early adopter program. At that time our existing vendors had no backup strategy for Exchange 2000, no agents. We did some [research with Microsoft and discovered they were using CommVault Galaxy in their lab in Redmond. This drove our decision. Once we started looking at CommVault we discovered features that our existing vendors weren't even talking about, like the ability to recover a single email item. For our executives, that was an extremely attractive feature."

Results

SPSS has begun installing CommVault as part of a rolling deployment of Exchange 2000 and Windows 2000. A pre-configured server is shipped to each location and user mailboxes migrated to Exchange 2000. A full backup is performed using CommVault Galaxy. Finally, the old server is disconnected from the network and re-configured for shipping to the next site.

Each rolling installation was fully functional on the same day it was deployed. CommVault Galaxy automatically configures itself upon installation and tracks all related hardware devices. This significantly reduced the amount of configuration of hardware devices and tape libraries required and sped the creation of data protection policies.

Says Starr, "During an initial demonstration of Galaxy, our tester happened to have his Outlook mailbox open during our test restore of a single message," said Starr. "We did a quick restore and the message appeared in his inbox right before his eyes. For years full mailbox restores were our only option. Needless to say, he immediately fell in love with CommVault Galaxy."

By enabling centralized administration from a unified console, highly automated policy management, context-based browse and search capabilities for locating and restoring application data, and integrated off-site remote administration, Galaxy enabled SPSS to take their overall backup and recovery strategy to a new level of streamlined, centralized automation.

SPSS' currently has one SAN in place, and future plans include more. CommVault's support for both SAN and NAS architectures make it the logical choice for SPSS' future growth. Overall, when asked about results using CommVault, Starr says, "It's been very successful."

Key Benefits:	Key Performance Indicators:
Bullet-Proof Protection	Backup "re-startability" from point of interruption for completed backups every time, unmatched reliability
Reduced Costs	Ease of use and one day deployment and ramp up frees up IT administrator(s) = time & money savings
Seamless Business Continuity	Rapid restores for minimal downtime
Preserved Data Integrity	Restores data with all meta properties intact
Rapid Deployment	Galaxy can be deployed, configured and fully operational in one day
Unmatched Ease of Use	Logically configured architecture, unified GUI and power click functionality for highly intuitive navigation
Granular Restores	Quickly restores data from individual messages and folders to whole file systems
Support for Network Storage Architectures	SAN, NAS, LAN-free and traditional architectures

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