

## Yamaha Motor Corporation Trusts Disaster Recovery and Exchange/Outlook Restores to CommVault Galaxy

### QUICK FACTS

**Industry/Solution:**

- Recreational Vehicles

**Platform/File System:**

- Microsoft Windows NT
- Novell NetWare

**Application:**

- Microsoft Exchange

**Challenge:**

- Yamaha Motor Corporation needed a Disaster Recovery Solution. They were hit by the "I Love You" virus in 2000. Their former backup and recovery solution did not allow recovery of lost assembly process images-only a limited recovery was possible. Yamaha also needed a solution to enable email-level restores of former employees who deleted their e-mailboxes.

**Solution:**

- CommVault Galaxy Backup & Recovery

**Benefits:**

- Data Protection - "E-mail file restores within 1 minute"
- Single, easy interface - one product to backup/restore NT, Exchange and Access databases
- Painless restores - "I haven't taken any classes but I find it very easy to use"
- Great Technical Support - "they know what they're doing"
- Reduces risk - "Galaxy is a real good insurance policy"

Yamaha's Newnan Georgia facility produces personal watercraft, ATV's, and golf cars. Christensen is network administrator for a 250 person, 350-node network supporting a manufacturing plant, distribution center, and sales offices. He is responsible for performing backup and disaster recovery for data stored on five servers, including:

- Three Novell NetWare servers / one NDS tree
- Two NT servers containing mission-critical databases, including payroll
- A Microsoft Exchange email server

Yamaha initially needed the ability to restore Microsoft Exchange mailboxes. On a couple of occasions individuals left Yamaha and their mailboxes were deleted. Weeks later various emails needed to be recovered. With Yamaha's previous solution this required restoring a backup of the entire Microsoft Exchange server to another server. Message-level recovery wasn't possible. Critical header information such as time and date of emails was lost in the backup making recovery of a particular email exceedingly difficult. Says Christensen, "You couldn't search by subject or date. It would take me quite a while, depending how lucky I was finding what someone wanted and how well they had described it." Unless the request came from top management, individual users reporting lost emails were simply told "They're unrecoverable."

With CommVault, that has changed. Christensen says, "I can restore a particular email within a minute. Christensen learned that CommVault solved not only his need to occasionally restore Exchange mailboxes and individual emails but could back up his other servers as well. "When I found out that with a single product and one tape library I could back up my three Novell servers, two NT servers, my Access databases, as well as email and

mailboxes, that really hit home. To do all that with one single product is really nice."

Christensen continues, "I've done several Access restores using CommVault. I sit there, drill down, find the desired file and click RESTORE. The tape drive takes maybe five minutes so within six minutes the restore is done and I only had to do one minute of work."

Disaster recovery was the motivating force for the installation of CommVault. Yamaha got hit by the "I Love You" virus last year. The damage included the loss of images used in the assembly process stored on a Novell file server. Unfortunately, only a limited recovery was possible. Christensen began looking for a more robust solution.

Yamaha's system integrator, Logical Choice Technologies brought in CommVault to give a demonstration of their system. According to Christensen, "That was all it took. We watched their demo and saw how it would work. And it does. It makes restoring Exchange and Access databases completely painless."

Says Christensen, "I feel comfortable now that if we were to have a crash everything would be recoverable and I could probably do it within the hour, one or perhaps two hours."

Yamaha opted for CommVault's 24x7 "Platinum" service. Says Christensen "The service has been great. I've dealt with a lot of different customer support organizations. The most aggravating are those who say they'll call you back and never do. With CommVault, they call you back within the hour. It's been great."

"I like the product. I expect the product to grow and change with technology and if their customer support stays the same I think they'll be a very successful company."

Yamaha was particularly impressed by the CommVault installation. Despite multiple assurances from Compaq that their GL-981 tape library system wouldn't require a second SCSI adapter, CommVault's technician, Henry Foster insisted it would. Foster took the initiative and had a second adapter standing by. It was needed. Says Christensen "Without it the installation would have taken an additional week. Foster really saved the day. We're pretty impressed with CommVault's support. They know what they're doing. When we call and leave a message, they call us back."

Hiram Hubbard, Christensen's boss, offers the following perspective on backup software: "If it can't restore exactly what you need, when you need it, a backup isn't worth having." Hubbard personally tested CommVault by deleting individual emails, inbox items, contacts and calendar items in Outlook. In less than a minute, Christensen was able to restore his bosses' deleted items without otherwise disturbing the contents of his mailbox, calendar, etc. Says Hubbard

"Programs which back up as a whole generally require you to restore as a whole. We really appreciate CommVault's ability to restore individual items, especially items, like individual emails, users have accidentally deleted.

Says Hubbard, "I'm assured it works well because I've tested it myself. What impresses me the most is the [CommVault's] restore. We can easily replace hardware or software. CommVault lets us get our data back. It's a real good insurance policy."

What Christensen likes best about CommVault is its ease of use. He says, "I haven't taken any classes but I find it very easy to use. It's got an Explorer-like interface. I think most people who have been in the business a little while could bring up CommVault's software and figure out how to do most things just by looking at it." Says Christensen: "I'm pretty satisfied with their system and I'd recommend it to others."

**[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

