Commvault®

NTT-NETMAGIC

NTT-Netmagic saves US$300,000 in storage costs with Commvault Cloud

netmagic®
An NTT Communications Company

Indian managed service provider cuts backup window time by 83% and supports its hybrid cloud strategy with a scalable cyber resilience solution

CHALLENGE

- Legacy backup products had limited support for enterprise workloads and multiple cloud platforms
- Long backup window time negatively impacted data availability for customers
- Backup failures made managing file folder backups time consuming

SOLUTION

- Deployed Commvault Cloud Autonomous Recovery as the default backup service for all the data centers across India and Commvault Cloud HyperScale™ X at the Mumbai data center
- Commvault Professional Services assisted Netmagic for the first data center migration and guided best practices in multitenancy, securities, policies, and processes

RESULT

- US$300,000 lower storage costs and 35% less storage consumption annually
- 83% reduction in backup window time — from two days to just eight hours
- 35-40% improvement in the overall efficiency of resources management
- Enhanced customer experience by using a stable and secure cyber resilience tool to support backups for all enterprise workloads and multi-cloud services
- Enabled IT team to focus on new features and technology rather than stabilizing backup operation

"

We evaluated various cyber resilience solutions, but Commvault came out on top because of its leading position in Gartner, global presence, and strong roadmap for continuous development.

Girish Sharma, Senior General Manager, Products & Services
NTT-Netmagic

NTT-Netmagic — part of NTT Company — is India's leading managed hosting and hybrid cloud service provider. 451 Research recognized NTT-Netmagic as the number one data center service provider in the country. Its portfolios span from co-location and bandwidth core services to multi-cloud and infrastructure management services. Netmagic also offers cloud analytics and container-as-a-service to enterprise customers across various industries, such as banking, manufacturing, and pharmaceuticals.

As one of the largest cloud service providers, using a stable, scalable, and secure cyber resilience solution is the key for Netmagic to ensure data availability and deliver a seamless customer experience.

Industry
Service Provider

Location
India

URL
www.netmagicsolutions.com

In numbers

- India's leading managed hybrid IT solution provider with over 2,500 enterprise customers across India
- Operates 10 data centers and 3 research and development centers across five Indian cities
- Recognized with CIO Choice Award in 2020 and 2019

Key assets protected

- 2 PB of data protected on NTT-Netmagic Cloud Services and Hyperscalers like Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform
- SAP HANA applications
- Oracle Database
- Microsoft Exchange
- Microsoft SQL
- NoSQL Databases
- 2,000 servers

The backup environment

- Commvault Autonomous Recovery
- HyperScale X
- NetApp storage systems
- 300-350 TB average weekly backup range

"We evaluated various cyber resilience solutions but Commvault came out on top because of its leading position in Gartner, global presence, and strong roadmap for continuous development," said Girish Sharma, Senior General Manager, Products & Services, NTT-Netmagic.

Nitin Mishra, Senior Executive Vice President and Chief Product Officer at NTT-Netmagic explained how Commvault solution helps the business to provide optimized and effective backups across multiple cloud environments: "By leveraging the rich features of Commvault Cloud, we have reduced the pressure on storage resources, improved operational efficiency, and saved significant costs via automation."

> The deduplication and compression features with Commvault reduced storage consumption size by 35% and lowered storage costs by US$300,000 annually.
>
> **Ashwin Bhadra, Assistant General Manager, Product & Services for Backup, Disaster Recovery, and Storage**
> NTT-Netmagic

SAVES US$300,000 ANNUALLY IN STORAGE COSTS AND 83% REDUCTION IN BACKUP WINDOWS

Ashwin Bhadra, Assistant General Manager, Product & Services for Backup, Disaster Recovery, and Storage at NTT-Netmagic, described scalability as one of the key challenges with the previous backup product. For example, the legacy backup product took almost two days to back up just 6 TB of data from a particular server, so it wasn't completed within the backup window.

"With HyperScale Appliance, the average backup window is just eight hours instead of 48 hours," said Bhadra. "Even for 2,000 servers in our busiest data center, we can split them into three backup windows and complete the entire backup in 12 hours."

"The deduplication and compression features with reduced storage consumption size by 35% and lowered storage costs by US$300,000 annually," Sharma added.

SIMPLIFIES DATA MANAGEMENT AND ENHANCES CUSTOMER EXPERIENCE

Data management was another concern with the previous solution, as it could not support backups for enterprise workloads, such as Microsoft, Oracle, and SAP. Bhadra and his team had to rely on a file folder to back up those workloads or reschedule the backups of a particular path due to failure issues.

"The data aging function wasn't working effectively for the previous product. We had to look into individual customers and determine which copies needed to be manually purged. This process was time-consuming and took away our focus on more important jobs," said Bhadra.

By standardizing the backup policies and schedules with Commvault, NTT-Netmagic can now use the same agent for both backup and archive operations for major enterprise applications, databases, and cloud services.

"Without a solution like Commvault, the problem we faced earlier would have escalated," said Bhadra. "Our team members no longer spend time stabilizing backup operations but can instead focus on evaluating new features and technology to enhance customer experience."

Commvault®

IMPROVES DATA MANAGEMENT EFFICIENCY AND MEETS COMPLIANCE REQUIREMENTS

NTT-Netmagic integrated Commvault Autonomous Recovery with multiple cloud service providers, including Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform, to deliver backup-as-a-service to over 2,300 enterprise customers across India. With the data volume growing to petabytes, ease of management and support of multi-cloud security features are critical to Netmagic.

"By using a single console for managing data across different cloud services with Commvault, we have improved the overall resources efficiency by up to 40%, which in turn has helped us to reduce our service delivery costs," said Sharma.

"Commvault also scored very high for multitenancy because it had complete segregation, which was required from a security and compliance standpoint as a cloud service provider," said Sharma. "Commvault is a global player and, they have tested the integrations and the newer technologies on disaster recovery. Other leading vendors could not provide matching capabilities."

The API from Commvault also made it easy for NTT-Netmagic to integrate current processes, such as customer onboarding, reporting, billing, and automated ticketing support, into its infrastructure management. In addition, NTT-Netmagic leverages the secondary and cloud copy features to solve customers' tape challenges while meeting multiple compliance needs.

"With the support for object storage in Commvault, we can deliver scalable yet cost-effective cyber resilience services to customers," said Bhadra.

> The rich features and cloud integration capability of Commvault has enabled us to embark on our hybrid cloud strategy, to be a 'data custodian' and gain 'data-ready' status across all services.

**Ashwin Bhadra, Assistant General Manager, Product & Services
for Backup, Disaster Recovery, and Storage
NTT-Netmagic**

GAINS AGILITY TO EXPAND NEW SERVICES WHILE SUPPORTING HYBRID CLOUD STRATEGY

With the ongoing threat of cyber attacks, data security is a top priority for Netmagic. Thanks to built-in encryption feature for third parties, NTT-Netmagic gives its customers confidence that their data is safe and secure.

"Due to the COVID-19 pandemic, many customers are working from home and they have become extremely focused on endpoint protection," said Bhadra. "We are now using Commvault Cloud to protect over 2,000 endpoint devices for our business. This capability has empowered us to expand endpoint protection service to the market and provide a complete backup portfolio to our customers."

"The rich features and cloud integration capability of Commvault has enabled us to embark on our hybrid cloud strategy, to be a 'data custodian' and gain 'data-ready' status across all services," said Bhadra.

To learn more, visit **commvault.com**

Commvault®

commvault.com | 888.746.3849