

## **NZ College Data Now in Safe Hands Thanks to CommVault Galaxy**

### **QUICK FACTS**

**Industry/Solution:**

- Education

**Platform/File System:**

- Microsoft Windows
- NetWare

**Applications:**

- Microsoft SQL Server
- Novell GroupWise

**Solution:**

- CommVault Galaxy Backup & Recovery

### **Customer Profile**

Waiariki Institute of Technology has 507 PCs and servers, 491 terminals and 26 laptops supporting a campus of more than 9,000 students and 450 staff. A team of eight IT staff supports this infrastructure, plus administrative staff who help out with remote back ups - mainly manual tape back-ups.

The institute focuses on forestry, wood processing, engineering, rural studies, tourism and hospitality, business, computing, nursing and health studies, social sciences, education, Maori studies, journalism, fashion, art and design and supports four central North Island regions: Taupo, Tokoroa, Rotorua and Whakatane.

Its IT server environment consists mainly of Netware, with a smattering of Windows Server 2000, 2003 and Linux systems. The institute's desktops all use Windows XP. It has a variety of database systems including Microsoft SQL, Interbase, dBase, Oracle and MySQL. These databases are used for human resources, financial and student management systems.

In 2003, the institute upgraded its IT network by replacing key servers for file storage, email and internet services, upgraded to Novell Netware 6.0 and installed a new three Terabyte Storage Area Network (SAN) along with a new suite of desktops. The Citrix farm supporting its terminals is also hosted on Windows 2000 systems, while the Novell servers host user's applications, home and shared directories, allowing a centralized, controlled environment for student and staff.

According to network administrator Daniel Blake, the biggest issue for the institute was its inability to find any solution to reliably back-up its systems:

"With CommVault Galaxy we increased our back-up reliability by about 100%, enabling us to protect our mission critical applications and data (student management database, email, e-learning software, accounting and government reporting).

"We back-up about one Terabyte of data daily at the main campus with four remote sites at Waipa, Tokoroa, Taupo and Whakatane backing-up only about 100 Mb at most.

"With our previous system, it was very hard to pinpoint the exact cause of the back-up failures and there was significant frustration and cost as a result.

"Our added complication was that we were predominantly a Netware environment, which limited our choice somewhat in terms of available tried and tested back-up applications."

For Blake, his problem was simply trying to get reliable backups done consistently - 100% of the time.

### **The CommVault Solution**

After attending a number of conferences within New Zealand, Blake was told that new vendor CommVault has a suite of products that worked well within a Netware environment - and within Windows and a variety of flavours of UNIX, including Linux.

After evaluating the options, the institute selected CommVault's Galaxy as its back up and recovery solution of choice.

According to Blake, back up reliability is now 99.9% - and he concedes the 0.1% is often due to servers being rebuilt or being offline rather than any inherent problem in the solution.

The institute now backs up to disks and then to tape in order to save time and maximize redundancy.

Galaxy is intelligent enough to save and retrieve the data from wherever it is located, no matter which medium (disk or tape) it resides on - all from a central console. Its level of granularity is outstanding, allowing even single email message restores if required.

In addition, the software's ease of use and 'one pane' view of all relevant information relating to back-up and restore has meant minimal training and maximum use of IT resources for other, more pressing projects such as developing its e-learning application, database integration projects and more sophisticated reporting systems.

Indeed, Blake has estimated that Galaxy saves about 15 hours of staff time per week (or 780 hours per year).

Overall, Blake rates CommVault Galaxy as head and shoulders above other solutions and praises it for allowing him and the IT department to concentrate on developing and refining the institute's IT infrastructure without having to worry about back-up.

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