

City of Baden-Baden

City of Baden-Baden relies on Backup Software from Symantec to Secure Municipal Data

The German City of Baden-Baden has around 54,000 inhabitants and is one of the most beautiful cities in the Black Forest. The municipality of Baden-Baden and its 900 employees in over 25 departments and institutions ensure that life in the city runs as smoothly as possible. An increasing percentage of the municipal tasks are carried out electronically—from office communication, records management, and car insurance to social services and environmental issues. As this data and information is not only confidential but also has to be permanently available, a reliable backup is essential.

Bigger, faster

The city authority had been backing up its fiber channel Storage Area Network (SAN) with Symantec Backup Exec™ for some time. “Backup Exec is the perfect solution for small to medium-sized Windows environments. As our environment was growing in size and more importantly increasingly mixed, we wanted a solution that provided the necessary flexibility and a better throughput during simultaneous backups of Windows and Linux systems,” says Klaus Thomas, technical IT director for the City of Baden-Baden.

In their search for new backup software, the IT staff consulted the IT specialists CEMA and put together a detailed list of requirements. The potential solutions were rated according to the extent to which they met these requirements.

In order to meet the growing capacity and throughput demands and keep the backup window small, disk staging capabilities and performance were at the top of the list of priorities. The IT department consists of a relatively small number of administrators considering the number of users and end point devices for which it is responsible and that meant that the new solution had to be as simple and uncomplicated as possible to use and manage. At the same time, it should be able to process the multitude of backup jobs from different systems and applications reliably and simultaneously and support as many platforms as possible. Veritas NetBackup™ from Symantec could score on all fronts.

“We were most impressed by the transparent disk staging capability. With 1.6 million files and 30 servers, the throughput, capacity, and bandwidth limits of backing up directly onto tape were reached quickly,” says Thomas. “Disk staging also helps with the data recovery as the process is much quicker.”

Company Profile

NetBackup provides the City of Baden-Baden with smooth, reliable, uninterrupted backup processes, dramatically reducing administration efforts.

Industry

Government

Solution

Data protection

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SOLUTION AT A GLANCE

Business Drivers

- Reliable, uninterrupted protection of confidential and sensitive data
- Investment protection
- Increased flexibility

Technology Challenges

- Broad platform, system, and application support
- Disk staging capability
- Increased performance and throughput
- Maintenance of small backup window
- Disaster recovery scenario

Solution

- Data protection

Symantec Products

- Veritas NetBackup™

Technology Environment

- Fiber Channel Storage Area Network (SAN)
- Mixed server environment (Microsoft Windows and Linux)
- IBM storage system
- Microsoft cluster
- SQL Server and Oracle databases
- Municipal applications
- Lotus Notes / Lotus Domino
- StorageTek tape library with LTO-2 drives

Partner

- CEMA

Business value and technical benefits

- 100 return on investment, based on 100 percent reliable backups
- Time spent on backup tasks reduced from two hours a day in some cases to just a few minutes
- Time to deploy: Two days
- Affirmation of purchase decision

CEMA not only advised the IT department in their decision but also carried out the installation. The entire deployment was completed within two days.

Wide support

The SAN is based on an IBM storage system. A Microsoft cluster system and further Windows server systems are attached to this.

The administrative data is partly located in Microsoft SQL Server and

Oracle databases and partly in the Lotus Notes records management system. The municipal applications cover a wide range of IT processes. That includes collating and processing environmental data (Oracle), social benefits (SQL Server), the online library catalog, through to universal workflow applications, such as calendar and resource administration based on Lotus Notes. A proportion of the Lotus Domino databases (such as the town's Intranet and the spam filter) run on Linux.

Currently, 900 gigabytes of data are stored in the SAN, on central and decentralized Windows and Linux servers. The volume has been increasing by around seven percent per month for five years. This is caused by new projects such as the continued development of the graphic information system. A full backup is carried out at the weekend and takes around eleven hours. Differential backups are run overnight on a daily basis. At 8 a.m., the staff copy data from the S-ATA disks onto tape.

Hardware migration and disaster recovery

At the same time as the backup software was replaced, the town realized that the existing tape library would be unable to meet the requirements in the long term. Thomas analyzes the situation: "As our backup volume is growing by an average seven percent a month, it was easy to work out that the capacity of the library would soon be exhausted. As we didn't only want to cover current needs, but also have a certain level of investment protection, we chose a large library from StorageTek, equipped with powerful LTO-2 tape drives."

The library is located at a second location, less than five kilometers from the main data center. The second location facilitates a new disaster recovery concept. Since its installation, Veritas NetBackup has proved its efficiency and reliability in a number of simulated and real data recovery situations.

Time is money

NetBackup software supports all the city's systems and applications, backing up many servers simultaneously and with a high throughput. The software runs reliably, automatically, and quickly so that administration efforts such as documenting and monitoring backup jobs is considerably less than it used to be and the backup window can be more easily maintained. According to Thomas: "Previously, the members of my IT team would spend up to two hours each day in some cases on backup tasks such as troubleshooting in the event of failed backups. Thanks to Veritas NetBackup software, this has now been reduced to just a few minutes."

Also thanks to NetBackup, the 900 employees of the City of Baden-Baden can rely on the fact that all applications, data, and information are safe 24/7. Thomas sums up: "The return on investment of backup software cannot be expressed in numbers and figures. Backup is a must; no company or authority can do without it. In an ideal world, backup runs reliably in the background without anyone having to bother too much about it. This is certainly the case with Veritas NetBackup."

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