

The Belgacom Group

Company: The Belgacom Group

Industry: Telecommunications

Headquarters: Brussels (Belgium)

Solution:

Data protection management

Deployment Environment:

- EMC Data Protection Advisor software
- EMC NetWorker[®] software
- EMC CLARiON[®] storage area network
- EMC Celerra[®] network-attached storage
- EMC Centera[®] content-addressed storage
- Oracle database, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Server, Sybase, Sun Solaris, Linux, HP, and OpenVMS servers
- VMware[®] ESX[™] Server

“DPA is a powerful and versatile solution. With one tool, we gain reporting, alerting, and capacity planning for the entire environment. DPA has significantly reduced the time we spend managing our backup operations and has made our information infrastructure more reliable and efficient.”

Joachim Vererfven & Pascal De Cock
Storage Engineers, Belgacom Group

Company Profile

The Belgacom Group is the principal supplier of integrated telecommunications services in Belgium, delivering high-capacity solutions for all fixed or mobile networks. At the forefront of technology, the telecommunications leader provides consumers and organizations with advanced telephone, Internet, and television services 24x7, from virtually any location. In 2008, Belgacom posted total revenues of €5.978 billion.

Challenge

Two of Belgacom’s largest divisions, landline and mobile communications, were facing backup challenges. Each division had its own administrators manually developing backup scripts, which took two hours on a weekly basis. The process was also hindered by script creation activities that were redundant across the two organizations. In addition, management had instituted key performance indicators (KPIs) to measure the success and failure of backups. The divisions were finding it difficult to generate KPIs because they lacked a centralized view of their backup environments.

Solution

To support streamlined and effective management over its backup environment, Belgacom deployed the EMC Data Protection Advisor (DPA) solution. DPA collects, analyzes, and presents information across Belgacom’s 20 backup servers, two data centers, EMC NetWorker backup and restore solutions, Sun and HP backup servers, and 3,000 clients, as well as Sun Solaris, Linux, HP, VMware[®] and OpenVMS servers.

Today, Belgacom uses DPA to generate 600 daily reports on backup data sourced from its configuration management database and DPA-collected information, and plans to increase to 1,000 reports. The reports enable Belgacom’s backup administrators to proactively address potential issues and rapidly resolve problems. Storage administrators also use DPA reports to help with capacity planning and troubleshooting.

Highlights

- KPIs and other reports are generated automatically in a single step, avoiding the time-consuming process previously required by administrators to manually collect and consolidate information from each data zone.
- Belgacom operators receive alarms if backups fail more than twice in a row, enabling them to quickly troubleshoot issues before backup failures create substantial risk exposure.
- DPA can be temporarily installed on client systems with operational issues, helping to speed problem resolution.
- The number of data zones has remained stable even as data volumes have grown by 13 percent over the last year, contributing to an environment that is simpler and less costly to manage.
- Belgacom’s mobile communications division uses DPA to measure service-level agreements (SLAs) with its outsourcer, helping to improve performance. Before, the division used scripts to create SLAs, which could be modified by the outsourcer to make success rates better than they appeared.
- DPA reports eliminate the need for manual script changes following EMC NetWorker software upgrades.

Results

- Significantly reduced the amount of time required by one full-time equivalent (FTE) to report success rates of backups across different applications.
- Time dedicated to backup report creation has been reduced from two days to a few hours, contributing to increased productivity and efficiency.
- Backup and restore success rates of 95 percent are more easily reported and visible to Belgacom management and internal customers.
- Backup environments for the fixed line and mobile divisions are now managed with a single solution, further increasing cost efficiency and productivity of backup operations.
- Increased availability of application data is now possible due to improved management and reliability of backup operations.



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