

## Aurobindo Pharma Limited

Keeping a Leading Indian Drug Company in Good Health with a Data Protection Solution from Symantec and Choice Solutions

**Aurobindo Pharma Limited's fast growth was at risk because it lacked adequate backup and recovery solution. After a competitive review, the company deployed Symantec data protection solutions. Today those solutions bridge multiple platforms at multiple locations to provide the company with a 50 percent faster recovery time, yet enable a 75 percent annual growth in data to be accommodated without an increase in staff. The result has been a 100 percent payback in just ten months.**

**“We tested several back-up software products, including EMC Legato NetWorker and BakBone NetVault. We examined hardware independence, performance, compliance with disaster recovery requirements, and ease of use. Solutions from Symantec stood out to us among all the other available products in the market today.”**

### Chitti Babu

Chief Information Officer  
Aurobindo Pharma Limited

### Filling a need for healing

Aurobindo Pharma Limited (Aurobindo) makes drugs that much of the world wants. Based in Hyderabad, India, the company exports over 50 percent of its products to over 100 countries. What Aurobindo manufactures are hundreds of different active pharmaceutical ingredients used by other manufacturers to build drugs, and a number of antibiotic, antiviral, antidepressant, antifungal, and cardiovascular generic drugs of its own.

Aurobindo's formula for success is working. In the past six years sales grew over 315 percent, making the company one of the five largest-selling pharmaceutical manufacturers in India, and one of the five largest manufacturers in the world for synthetic penicillin. In 2004, Forbes picked Aurobindo as one of the 100 fastest growing companies in Asia.

### Filling a need for protection

But until recently, Aurobindo was growing faster than its ability to back up data—and that put success at risk. “Every day we have over 100 research scientists working to reverse engineer branded drug formulas,” explains Chitti Babu, Chief Information Officer. “They do extensive studies in generic formulations and Active Pharma Ingredients. They enter everything they learn into their desktops and laptops. As such, we needed a way to protect

### Company Profile

Aurobindo Pharma Limited ([www.aurobindo.com](http://www.aurobindo.com)), headquartered in Hyderabad, India, is one of the country's five largest pharmaceutical companies in sales. It manufactures generic pharmaceuticals and active pharmaceutical ingredients (APIs), exporting 50 percent of its sales to over 100 countries.

### Industry

Pharmaceutical

### Solution

Data Protection

The Symantec data protection solution shortens Aurobindo's disaster recovery time by 50 percent.

their data. We have over 600 gigabytes (GB) of intellectual property that is our most valuable asset. Before I got here in 2002, that data was not protected.”

“That was not the only reason why we needed a sound backup procedure,” Babu adds. “We sell our products in markets such as the United States and the United Kingdom. We must comply with their regulations, and they require us to have a documented disaster recovery plan—one that includes proper backups.”

#### Evaluating backup requirements

Babu and his IT team set out to choose and implement a proper backup solution. They faced two different types of backup system requirements. One was to protect the 600GB of R&D data on desktops and laptops. The second was to protect the company's manufacturing data.

The second task had additional challenges. Aurobindo manufactures its drugs in 12 plants joined by leased network lines, widely spread around its region in India. The company guides operations using an enterprise resource planning (ERP) application: Oracle 11i with Oracle Process Manufacturing. Babu had convinced Aurobindo management to move to ERP when he started in 2002, abandoning bureaucratic business processes that had been paper and signature-intensive. “People here,”

Babu says, “now see the benefits of becoming paperless. But not if there's disruption from downtime.”

With its ERP and other applications, Aurobindo has over 5 terabytes (TB) of data to protect at multiple locations, residing on heterogeneous platforms that include servers running the Sun Solaris Operating System, Red Hat Enterprise Linux, and Microsoft Windows 2000 and 2003. Specifically, the server environment consists of 20 HP ProLiant ML350, ML370, and ML570 servers running both Microsoft Windows Server and Red Hat Enterprise Linux and Sun Fire E2900 and V880 servers running the Solaris Operating System. The heterogeneous IT environment extends to the storage infrastructure, which includes Sun StorEdge A3510 disk arrays and a HP StorageWorks tape library.

“We needed a backup system that could work across multiple platforms,” Babu says. “It had to be highly scalable, with centralized control, and easy to operate. I can't spare more than one administrator to perform backups. IT personnel in India are hard to find—most work for technology companies because non-technology companies cannot pay them as much. That's why we outsource most of our IT work to HP. With minimal resources, I needed to minimize complexity.”

**Testing points to Symantec**

“In early 2004,” Babu says, “we tested several backup software products, including EMC Legato NetWorker and BakBone NetVault. We examined hardware independence, performance, compliance with disaster recovery requirements, and ease of use. The solutions from Symantec Corporation (formerly Veritas Software) stood out to us among all the other available products in the market today.”

**Backup Exec protects R&D, keeps business continuous**

To protect Aurobindo’s data on laptops and desktops, Babu’s team chose Veritas Backup Exec™ for Windows Servers software. “It’s the industry

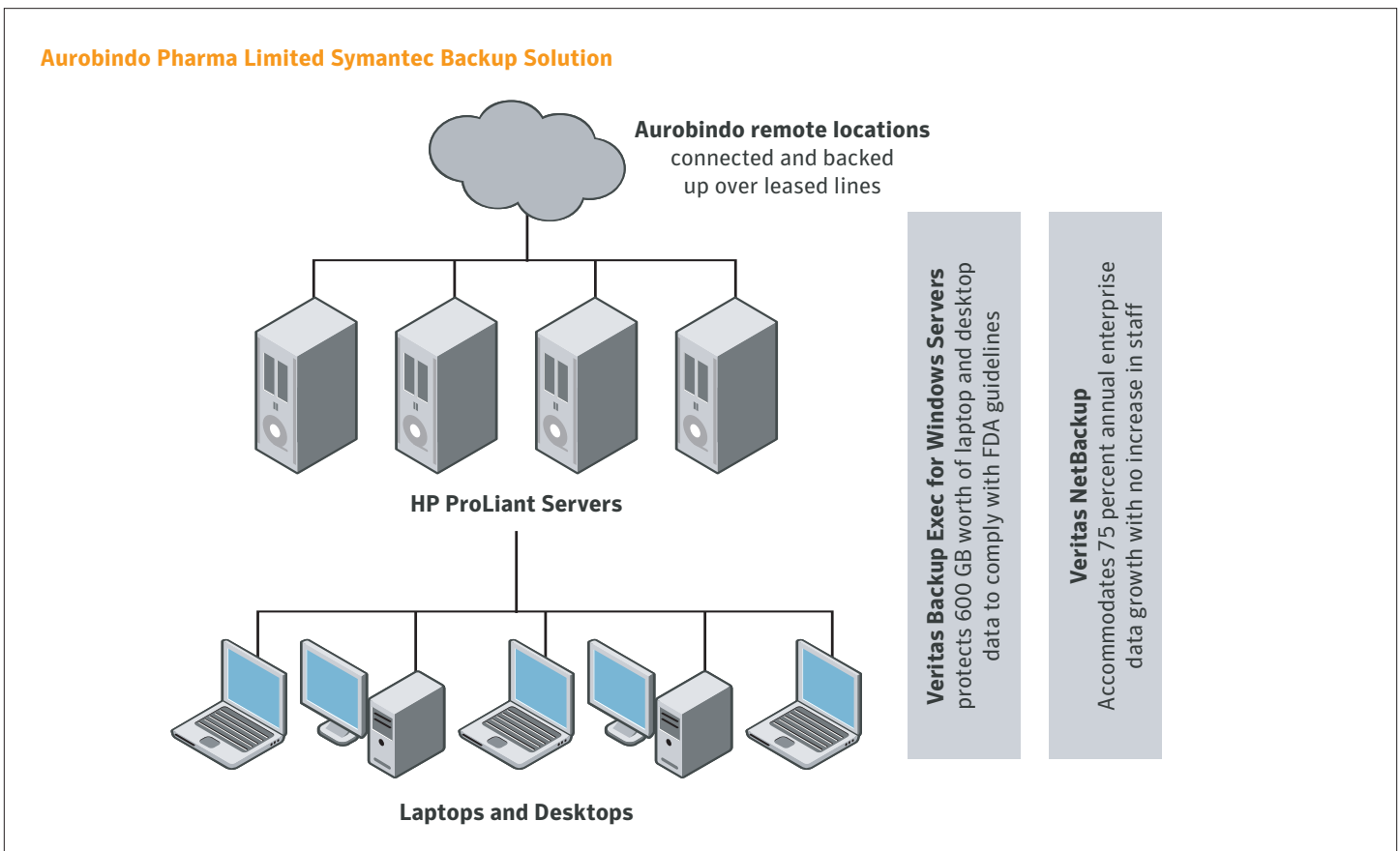
leader for Windows-based backup,” Babu says. He chose a selection of Backup Exec agents and options to meet special performance requirements.

Because Aurobindo R&D scientists work at all hours, Babu knew he couldn’t count on a clear backup window—one where no applications were in use—at any time of day. Therefore, he chose Backup Exec Advanced Open File Option to ensure that files on local and remote servers are backed up, even while they’re open. He also chose the Backup Exec Intelligent Disaster Recovery Option to automate the recovery process, minimizing the chance that manual errors could be made, thus saving critical time. “In

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**Chitti Babu**

Chief Information Officer  
Aurobindo Pharma Limited



## SOLUTION AT A GLANCE

### Business Drivers

- Protect business operations by ensuring enterprise data protection
- Reduce IT overhead associated with data protection
- Achieve compliance with FDA and other regulations on for data backup and disaster recovery

### Technology Challenges

- Centralize and streamline enterprise backup across diverse systems
- Shorten enterprise data recovery window
- Achieve aggressive recovery time objective (RTO) and recovery point objective (RPO)

### Solution

Comprehensive enterprise data protection and disaster recovery solutions

### Symantec Products

- Veritas Backup Exec™ for Windows Server, with Advanced Open File Option and Intelligent Disaster Recovery Option™
- Veritas NetBackup™ Enterprise Server, with Lotus Notes, Microsoft SQL Server, and Oracle Agents and Desktop and Laptop Option

### Technology Environment

- Applications: Lotus Notes, homegrown applications based on Microsoft Excel, custom applications based on Oracle 8i database
- Databases: Oracle 11i with Oracle Process Manufacturing, Microsoft SQL Server, Oracle 8i and 9i database
- Server Platform: Approximately 20 HP ProLiant ML350, ML370, and ML570 servers running Microsoft Windows Server and Red Hat Enterprise Linux; Sun Fire E2900 and V880 servers running the Solaris Operating System
- Storage Platform: Sun StorEdge A3510 disk arrays; HP StorageWorks tape library
- Workstations: More than 100 different PC desktop systems used by scientists

### Symantec Services

- Veritas Extended Support

### Symantec Partner

- Choice Solutions, LLC  
(www.choice-solutions.com)

tests, we've seen how this option helps us get us back to business fast," Babu says. "It also lets us implement a server recovery solution for both local and remote Windows servers, and we don't have to reload the entire operating system of crashed servers."

With Backup Exec performing incremental backups once a night, Aurobindo achieved its three-hour recovery time target (RTO) and 24-hour recovery point objective (RPO) for desktop data, meeting its objectives for compliance with United States Food and Drug Administration (FDA) regulations. "Backup Exec gives us reliable, centralized backup, and fast recovery, without adding staff," Babu says. "It's delivered 100 percent payback in 10 months."

### Safeguarding enterprise data

To protect Aurobindo's widely-dispersed manufacturing data, Babu and team chose Veritas NetBackup™ Enterprise Server software. They were impressed with its ease of use and reliability. "NetBackup centralizes administration so that we can manage backups across all our servers, locations, and platforms from a single console," Babu says. "That not only reduces staff time and training time, it also helps us shorten our backup windows because we can restart failed jobs faster."

Babu also chose NetBackup agents for Lotus Notes, Microsoft SQL Server,

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and Oracle to meet key requirements. Veritas NetBackup for Lotus Notes enables Lotus services and data to be available during backup because the database is not taken offline. "With this agent," Babu explains, "Aurobindo gains four hours a day of Lotus Notes availability."

With Veritas NetBackup for Oracle agent and Veritas NetBackup for Microsoft SQL Server agent, the company can perform online backups of its Oracle and Microsoft SQL Server databases, as well as enhance the reliability of both backups and restores.

### Back in business faster

"Thanks to Veritas NetBackup software," Babu says, "we've achieved a 50 percent faster recovery time objective (RTO) for our critical Oracle ERP

data, reducing recovery from eight hours to four hours. Our recovery point objective (RPO) is just three minutes. Our requirements for business continuity have been met. ”

Another enhancement Babu chose for NetBackup is the Desktop and Laptop Option. This enables NetBackup to supplement the work Veritas Backup Exec performs doing at certain locations, providing automated data protection for desktops and mobile laptops and delivering transparent backup and comprehensive recovery capabilities for Windows clients. From an architecture standpoint, all manufacturing locations use Backup Exec software, whereas as R&D locations use NetBackup software.

“Thanks to the streamlined efficiencies of Veritas NetBackup and Backup Exec software,” notes Babu. “We have been able to easily accommodate our 75 percent annual data growth with just one administrator. As such, NetBackup paid for itself in just six months.”

Aurobindo’s introduction to Symantec data protection and disaster recovery solutions came from Hyderabad-based Symantec business partner Choice Solutions, LLC. “Choice Solutions has been helpful in showing us how to achieve solid backup results,” Babu says, “and our Veritas

## BUSINESS VALUE AND TECHNICAL BENEFITS

### Return on Investment

- 100% payback on NetBackup investment in 6 months
- 100% payback on Backup Exec investment in 10 months

### Availability

- 4 hours gained in Lotus Notes availability each day because back up can occur with open files

### Disaster Recovery

- 50% faster recovery time objective (RTO) for Oracle data, reducing eight hours to four hours
- Three hours recovery time objective (RTO) and 24 hours recovery point objective (RPO) achieved for desktop data recovery; meets FDA compliance requirements

### Cost Savings

- 75% annual data growth backed up within target window with no increase in staff
- 70% savings in backup training and administration hours due to multi-platform support

Extended Support plan has given fast, useful answers whenever we’ve called. In particular, Veritas Technical Support—through Choice Solutions—provides us timely, online support to help resolve critical issues during the implementation of our data protection and disaster recovery solutions.”

“I could sum it all up this way,” Babu says. “I can’t think of anything as scalable, dependable, and efficient as our Symantec backup and disaster recovery solutions,” Babu says. “With our IT resources so limited, they’re delivering exactly the results we need.” ■