



## Seoul Guarantee Insurance Company

Streamlining Backups and Boosting Application Performance with Symantec Reduces TCO

Headquartered in South Korea's capital city, Seoul Guarantee Insurance Company (SGIC) experienced rapid growth and needed an efficient, centralized way to backup data from its 50 branch offices throughout the country. SGIC's VERITAS NetBackup™ solution accommodates a 30 percent annual data growth rate while reducing the backup window and administration costs by 50 percent. Meanwhile VERITAS i3™ software is diagnosing and eliminating Oracle database bottlenecks, improving performance by 50 percent.

### Company Profile

Based in South Korea's capital, Seoul Guarantee Insurance Company (www.sgic.co.kr) is among the world's top 10 guarantee insurance companies with a current risk exposure greater than US\$101 billion.

### Industry

Insurance

### Solution

Data Protection  
Application Service Management

### Supporting the new economy

In November, 1997, as a result of an economic crisis sweeping economies in Asia, South Korea's stock market ran into historic declines. Now, eight years later, the economy has rebounded, currently ranking tenth in the world. A factor behind this economic revival was the reliability and stability of Seoul Guarantee Insurance Company (SGIC).

Created in November, 1998, through the merger of Korea Guarantee Insurance Company and Hankuk Fidelity & Surety Company, SGIC offers contract bonds, surety bonds, credit insurance and other financial services. Growing to meet the demands of the South Korean economy, SGIC is currently ranked as one of the world's top 10 guarantee insurance companies with a current risk exposure greater than US \$101 billion.

The merger and ensuing growth has presented new challenges according to Young-Jung Hyeon, information system department team manager for SGIC. "Our datacenter is located in Seoul and handles operations for all 50 of our branch offices. The center has grown into a multiplatform environment consisting of nine IBM servers. In the past, our backup procedure was manual and used only the internal IBM AIX or Sun Solaris operating system tools. This created inefficiencies as the process took several hours a week to complete and was prone to error. With our rapid expansion, we could envision these problems growing exponentially."

### Delivering immediate results

SGIC decided to solve these issues by streamlining the backup process. Hyeon's team researched different solutions, and chose VERITAS NetBackup Enterprise Server for its automated centralized administration and heterogeneous support.

**"Our company continues to provide safe, reliable solutions that help fuel a growing South Korean economy, and Symantec continues to provide safe, reliable solutions to us. It is a relationship that works well."**

#### Young-Jung Hyeon

Information System  
Department Team Manager  
Seoul Guarantee  
Insurance Company

Symantec solutions support yearly backup growth of 30 percent without requiring increase in staff.

“NetBackup works smoothly across our multiple platforms, centralizing all of our backup operations onto a single management tool,” Hyeon says. “This saves us from going back and forth between servers and has reduced our backup window 50 percent, from six hours to three. In fact, the backup process has been simplified to such a degree that it only requires one administrator, instead of two. This allows us to allocate more responsibilities to that department.”

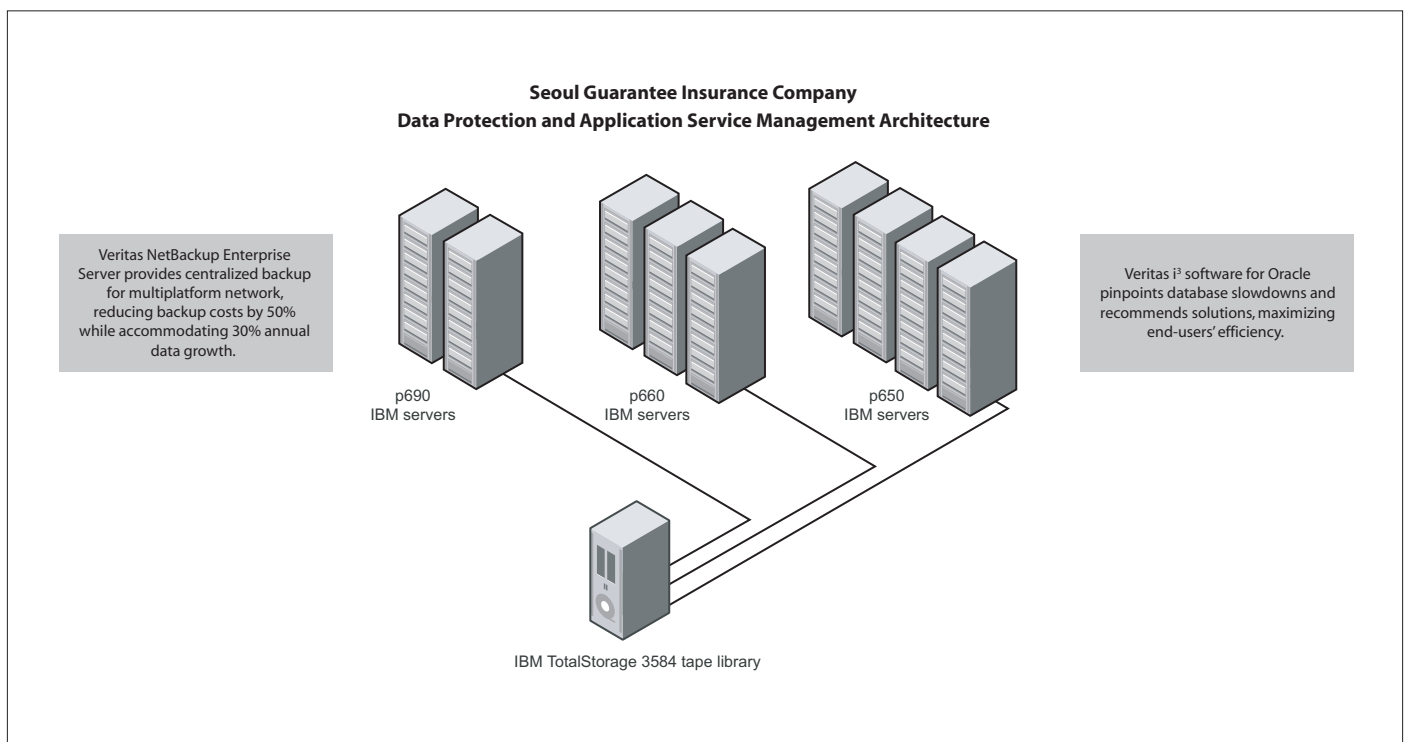
The technical expertise of MAJORTECH Company Limited, the Symantec partner based in Seoul, was an additional benefit for SGIC. “The technical staff at MAJORTECH helped us deploy NetBackup quickly and effectively and has supported it well,” Hyeon states. “We were impressed with their efficiency.”

**The returns keep coming**

The VERITAS NetBackup Vault option contributed further savings. “Our

workers spent several hours a week manually managing our IBM TotalStorage 3584 tape library,” Hyeon says. “Now that time is used more productively as NetBackup Vault option automates tape rotation and tracking. After the 9/11 disaster in New York, we were concerned with our own disaster recovery capabilities. We were pleased to learn that NetBackup Vault provided a convenient method for organizing backup tapes. This system allowed us to implement a regular tape shipment to an offsite storage vault, ensuring data recovery after a disaster.”

Gains are also evident with the NetBackup Shared Storage Option (SSO). “Our tape backup system was inefficient and left portions of the tapes unused,” Hyeon explains. “SSO has a virtual ‘shared drive’ dynamic that allows more than one server to share a tape drive and utilize the entire tape. We’ve reduced our tape budget by 50 percent and further shortened backup and recovery time.”



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**Young-Jung Hyeon**

Information System  
Department Team Manager  
**Seoul Guarantee  
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## SOLUTION AT A GLANCE

### Business Drivers

- Build market leadership by ensuring information integrity
- Minimize IT overhead expenses
- Speed up organizational responsiveness by enhancing information processing

### Technology Challenges

- Centralize and streamline enterprise backup across diverse systems
- Shorten enterprise network backup window
- Ensure database reliability and optimize performance

### Symantec Products

- VERITAS NetBackup Enterprise Server with Shared Storage and Vault options
- VERITAS i<sup>3</sup> for Oracle

### Technology Environment

- Applications: Guarantee & Credit Insurance for individuals and companies.
- Databases: Oracle 9i RAC
- Server Platform: nine IBM pSeries servers running IBM AIX: two p690, three p660 and four p650
- Operating System: IBM AIX
- Storage: IBM TotalStorage 3584 tape library

### Symantec Services

- VERITAS Basic Support

### Symantec Partner

- MAJORTECH Co. Ltd. [www.majortech.co.kr/english/company/index.html](http://www.majortech.co.kr/english/company/index.html)

The overall result of all these improvements is increased efficiency for backup operations, according to Hyeon. “Our company’s data is growing at 30 percent a year. Our previous backup methods simply could not keep up. With NetBackup, we’re able to backup 125 terabytes of data without an increase in staff. We’ve achieved 100 percent payback in three years.”

### Reaching peak performance

Satisfied with Netbackup’s performance, SGIC turned to Symantec and its partner MAJORTECH when it noticed performance slowdowns on its Oracle9i RAC database in 2002

After assessing the situation, MAJORTECH recommended VERITAS i<sup>3</sup> for Oracle software. VERITAS i<sup>3</sup> is an application performance manage-

ment suite that detects system slowdowns and pinpoints the cause. This streamlines solutions by alerting operators to specific problems, such as performance bottlenecks or maintenance repairs.

“VERITAS i<sup>3</sup> for Oracle creates a comprehensive overview of our database’s performance,” says Hyeon. “It quickly identifies the specific SQL statements that cause problems, and it outlines the most effective course of action to fix it and restore systems to peak performance. To this day, it is helping to maximize the productivity of our users, by continuously monitoring, analyzing, and tuning the Oracle environment. As a result, Our Oracle database runs 50 percent faster. We’ve recovered our investment in VERITAS i<sup>3</sup> in just 3 years.”

## BUSINESS VALUE AND TECHNICAL BENEFITS

### Enhanced Data Protection

- 50% reduction in enterprise backup window (six hours to three hours)

### Lower Data Protection TCO

- 30% annual data backup growth rate accommodated with no increase in staff
- 50% savings in backup staff costs, reducing two full time jobs to one
- 50% less tape consumption due to Shared Storage option
- 100% less tape handling time due to three hours/week saved by Vault option
- 100% payback for NetBackup in three years

### Enhanced Application Performance Management

- 50 % faster Oracle database performance

### Lower Application Performance Management TCO

- 100% payback on Symantec i<sup>3</sup> software in 3 years

SGIC continues to streamline company-wide procedures, increasing productivity and profitability. To manage its growing data without reducing profits, SGIC utilizes the scalability offered by NetBackup tools.

“In short,” concludes Hyeon, “our company continues to provide safe, reliable solutions that help fuel a growing South Korean economy, and Symantec continues to provide safe, reliable solutions to us. It is a relationship that works well.”

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