



China Cinda Asset Management

Simplifying Remote Branch Backups with Symantec Solutions

To ensure reliable backup and recovery, China Cinda Asset Management is using a storage- and bandwidth-optimized data protection solution from Symantec. Results include a 50 percent reduction in backup administration time at its main data center, a backup success rate over 95 percent, a 99 percent reduction in bandwidth required to back up data from remote branches, and a 30 percent reduction in backup storage capacity requirements. The company is also now able to efficiently replicate data offsite to support an upcoming disaster recovery initiative.

ORGANIZATION PROFILE

China Cinda Asset Management Corp. (<http://www.cinda.com.cn>) is a financial asset management company established in 1999 by the People's Republic of China to manage and dispose of non-performing assets acquired from China's state-owned commercial banks. The company has 1,500 employees and operates 31 remote branches throughout China.

INDUSTRY

Financial Services

SOLUTION

Backup and Recovery,
Disaster Recovery

Dealing With Bad Debt

Governments in Asia learned some important lessons from the Asian Financial Crisis of 1997. With its economic engine poised for phenomenal growth, The People's Republic of China in particular saw clearly the dangers of accumulating too many non-performing loans in its nascent commercial banking system. Chinese banks had little experience in setting up bad debt provisions or writing off bad debts, which put financial and social stability—as well as China's future prospects for growth—at risk.

Headquartered in Beijing, China Cinda Asset Management (Cinda) is one of four state-owned asset management companies established in the aftermath of the crisis to manage and dispose of non-performing assets acquired from China's commercial banks.

Meeting Service Level Agreements for Data Security

Managing assets means managing data—and if that data is lost or corrupted, Cinda's investment managers won't have the information they need to make good decisions. Until 2007, Cinda's IT staff spent a lot of time manually ensuring that backups completed on time, often putting other tasks aside. Even when the data was backed up successfully, restoring data for users was often a problem due to the lack of a standardized, centralized process.

In early 2007, China Cinda began using Veritas NetBackup™ for automated backup and recovery at its main data center, including Agents for Microsoft Exchange Server and Oracle. By doing so, the company has been able to reduce staff administration time devoted to backups by 50 percent.

“Our backup success rate is over 95 percent now, and we're able to reliably restore data for users, which wasn't the case before,” says Tian Hong Fang, IT Manager, China Cinda Asset Management. “We can now meet higher service-level agreements for data security.”

“We compared PureDisk to EMC Data Manager and found PureDisk to be a superior solution for disaster recovery.”

Tian Hong Fang
IT Manager
China Cinda Asset
Management

Using Veritas NetBackup PureDisk, China Cinda Asset Management has been able to reduce its backup storage requirements by 30%.

“Digital China performed a complete assessment of our environment and helped us achieve a very efficient implementation.”

Tian Hong Fang

IT Manager

China Cinda Asset Management

Symantec partner Digital China provided a total analysis and implementation package. “Digital China performed a complete assessment of our environment and helped us achieve a very efficient implementation,” says Fang.

99 Percent Less Bandwidth Required for Branch Backups

Once Cinda saw how NetBackup improved efficiency in its data center, the company decided to go one step further and centralize all backup administration at its 31 remote branches throughout China by implementing Veritas NetBackup PureDisk™. “With our branches so widely dispersed, we saw the value in a centralized, standardized backup administration system,” says Fang.

PureDisk uses data deduplication and integration with NetBackup to enable efficient, storage- and bandwidth-optimized data protection for Cinda’s remote branches. Although Cinda has only just begun the PureDisk rollout, the product is already improving operations at the five branch locations that are using it.

“Using PureDisk, we’ve saved four hours a week at each branch location by eliminating manual backup processes,” says Fang. “Because of the deduplication and compression features, we’re sending 99 percent less data over the network, and we’ll be able to reduce our backup storage requirements by 30 percent.”

A Better Approach to Disaster Recovery

The data deduplication and integrated replication features of PureDisk also make disaster recovery much simpler for China Cinda. Soon the company will be using PureDisk to replicate data each day to an off-site disaster recovery center, which would not be possible without the bandwidth-conserving abilities of PureDisk.

“We compared PureDisk to EMC Data Manager, since we use EMC storage, and found PureDisk to be a superior solution for disaster recovery,” says Fang. “We need the peace of mind that if we experience a natu-

SOLUTION AT A GLANCE

Business Drivers

- Provide reliable data backups for main data center and remote branches
- Meet service-level agreements for data security
- Reduce storage infrastructure costs
- Dedicate less administration time to backup and recovery tasks

Technology Challenges

- Centralize backup administration
- Meet backup time windows
- Respond to data recovery requests from users

Solution

Backup and recovery solution with bandwidth-optimized data protection for remote branches

Symantec Products

- Veritas NetBackup™ with
 - Agent for Microsoft Exchange Server
 - Agent for Oracle
- Veritas NetBackup PureDisk™

Symantec Services

- Symantec Basic Maintenance Services
- Symantec Education Services

Symantec Partner

- Digital China (<http://www.digitalchina.com.hk>)

Technology Environment

- Applications: Microsoft Exchange, custom in-house applications
- Database: Oracle
- Servers: HP ProLiant servers running Microsoft Windows Server 2003, HP-UX and Red Hat Enterprise Linux; IBM servers running IBM AIX
- Storage: EMC CLARiiON CX500 storage array
- Tape library: ADIC

BUSINESS VALUE AND TECHNICAL BENEFITS

- 50% reduction in staff administration time devoted to backups at main data center
- 4 hours/week less staff time devoted to backups at each remote branch
- Over 95% backup success rate
- 99% reduction in bandwidth required for remote branch backups through deduplication and compression
- 30% reduction in backup storage capacity requirements
- Improved security through data encryption

ral disaster, such as the recent earthquake here in China, that we will be able to recover data from our remote branches. We would not have been able to do so using the locally administered, manual backup processes we had in place before PureDisk.”

Valuable Training and Support

To get the most value from its new Veritas products, Cinda used on-site training from Symantec Education Services. “Our engineers liked the training,” says Fang. “They understand the products better now, so they can accomplish more in less time.”

Symantec Basic Maintenance Services provides business-hours support for both NetBackup and PureDisk. “So far, so good,” says Fang. “We haven’t had to use it much yet.”

Helping the Business Become More Efficient

Fang is confident that the company’s data is protected with Symantec solutions, and is considering implementing Veritas Storage Foundation™ to drive further improvements. “We are managing a lot of data, so it’s important for us to centralize storage administration as much as possible,” says Fang.

Overall, Fang feels that Symantec products have helped China Cinda achieve greater efficiency. “Symantec products have helped us in the areas of data security, storage optimization, and recovery,” he concludes. “We look forward to completing our PureDisk implementation so that all of our remote branch administrators can be more productive.”