

## ING Renault F1 Team

Taking the Fast Track to Data Security, Availability, and Systems Management with Symantec



**For the last five races of the 2008 F1 Season, no team scored more points than The ING Renault F1 Team. And for good reason. Technology drives the teamwork and innovation that inspires the team to success. By standardizing on a comprehensive portfolio of Symantec™ data security, availability and systems management solutions, the team is ensuring the availability and security of the design applications, test data, and race telemetry. Choosing Symantec has proven to be a cost-effective decision as well. An independent survey of the team's technology infrastructure concluded that Symantec was helping The ING Renault F1 Team achieve savings of \$2.5 million in the first year.**

### Drivers' and Constructors' World Championship Two Years in a Row

Motorsport is unique. Whereas most businesses are measured on their revenue or stock performance, the success of a racing team is judged by what happens on one of 17 strips of tarmac somewhere in the world on a Sunday between March and November. Was all the time, effort, and teamwork put into race preparation and testing worthwhile? Was the car set up correctly to win? Only those two hours of F1 racing which millions of people tune into every week will tell.

All of which means there's no margin for error; everything must work towards the common goal of supporting those two hours of racing. As part of this, a world-class team like The ING Renault F1 Team needs all the data associated with winning races at its fingertips—quickly and reliably. To make sure the team can operate effectively, it needs to secure and manage its information, while simultaneously protecting against more risks at more points—wherever information is used or stored. After all, imagine the implications of an infected laptop jeopardizing the telemetry data on race day or the consequences of data from the team's cutting-edge Computational Fluid Dynamics (CFD) computerized wind tunnel center not being available because a server is down or the cost impact of unnecessary data management practices.

It falls to the shoulders of Graeme Hackland and his team to make sure none of this happens. Graeme is the IT manager for the ING Renault F1 Team and has responsibility for ensuring they have the appropriate data security, storage, and systems management solutions in place to help secure podium positions, time and time again. The ING Renault F1 Team operates two dedicated technical centers: in Enstone, UK (chassis technical center) and Viry-Châtillon in France (engine technical center). Collectively the team relies on 550 professionals to bring success in F1 racing. Data is a cornerstone of the team's operations: whether its data in the CFD wind tunnel center, the real-time data gathered from the cars as they race, or the design technology used to assess the performance of each component on the cars.

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**Graeme Hackland**

IT Manager  
ING Renault F1 Team

### ORGANIZATION PROFILE

The Renault F1 Team was born in 2002 with a single purpose: winning the FIA Formula One World Championship with a 100% Renault car. Drawing on a heritage of motorsport innovation that stretches back to Renault's first Formula 1 race in 1977, and includes six world constructors' championships during the 1990s when Renault supplied V10 engines to front-running F1 competitors, the team steadily grew in competitiveness thanks to a blend of performance, reliability, and technology reinforced by the engineering expertise of the Renault Group. The team reached the pinnacle of performance during the 2005 and 2006 seasons, winning the drivers' and constructors' championships in both seasons in an historic double-double achievement. With an exciting driver line-up and innovative technical package, the team approaches the new season determined to build on the promise shown last year and ready to fight at the front of the field once more.

### INDUSTRY

Automotive

### SOLUTION

Archiving

Business Continuity

Data Protection

Disaster Recovery

Messaging Security

Storage Management

F1 double World Championship winning team saves \$2.5 million in tangible, measured cost savings with Symantec.

**“The Symantec Foundation Risk Assessment has made a real difference to the way we look at IT risk... The standard, phased approach Symantec adopted ensured that the assessment was delivered with consistent high quality and with standardized reporting outputs.”**

**Graeme Hackland**

IT Manager  
ING Renault F1 Team

### The Team's Backbone for Data Security, Availability, and Systems Management

Symantec has been synonymous with The ING Renault F1 Team for more than 10 years, providing the backbone for data security, availability, and systems management throughout the team. What began as a comparatively straightforward deployment of Veritas NetBackup™ software from Symantec to provide backup and recovery has subsequently risen to become a comprehensive, enterprise-wide deployment of Symantec technologies and services. “Whether it’s design, telemetry, or manufacturing, we need to ensure high availability, data security, and implicit management of our sophisticated IT network infrastructure,” says Graeme Hackland. “With the very short space of time between races, outages, security alerts, and other unplanned downtime are simply not permissible. Against this backdrop, Symantec is undoubtedly one of our most trusted technology partners, fortifying the team with high availability, supreme performance, and reliable security.”

The illustrious inventory of deployed Symantec technologies and services are too long to list here (see ‘Symantec Products’ box-out). Instead, these proof-points provide an indication of the depth of value The ING Renault F1 Team derived from Symantec. From a disaster recovery and business continuity perspective, for example, NetBackup™ 6.5 provides data protection in the state-of-the-art data center in Enstone across the UNIX, Microsoft Windows, and Linux environments, the data in the Oracle databases, and the email and files in Microsoft Exchange. NetBackup saves the team \$180,000 each year in reduced data center costs arising from library downsizing, reduced building space arising from fewer fireproof safes, reduced tape library support, reduced media costs from 260 tapes per year to 60, and improved recovery time from data loss to data restore for IT administration. And of course, NetBackup delivers data protection in the unlikely event of a disaster and single button backup and restore.

## SOLUTION AT A GLANCE

### Business Drivers

- Maintain competitive advantage and reduce IT costs
- Protect and help ensure 24x7 access to business-critical data
- Manage rapid growth in data

### Technology Challenges

- Archive expanding volume of email
- Improve backup reliability
- Identify IT risks

### Solution

Comprehensive data security, storage, and systems management solution

### Symantec Products

Symantec™ Control Compliance Suite  
Symantec™ Critical System Protection  
Symantec Deepsight™ Alert Services  
Symantec™ Endpoint Protection 11.0  
Symantec Enterprise Vault™  
Symantec Inform™  
Symantec Brightmail™ Gateway  
Veritas™ Cluster Server  
Veritas™ Configuration Manager  
Veritas NetBackup™ 6.5  
Veritas NetBackup™ Desktop Laptop Option

### Technology Environment

- State-of-the-art \$3 million data center
- Servers: Six UNIX®, 80 Microsoft® Windows®
- Operating Systems: UNIX, Microsoft Windows, Red Hat® Linux
- Endpoints: More than 600 desktop and laptop workstations
- Storage: NetApp®

### Symantec Services

- Symantec Business Critical Services
- Symantec Foundation Risk Assessment Service
- Symantec Consulting
- Symantec Education

Alongside this, Veritas™ Cluster Server software from Symantec saves the team \$1.5 million each year in reduced hardware investment (the UNIX environment, for instance was reduced from 16 servers to six and the Windows environment from 120 servers to 80), reduced support and maintenance fees, server consolidation, reduced administration, reduced unplanned server downtime, and reduced training. “When we commissioned our \$3 million data center, we were able to eliminate the downtime required to migrate our Veritas Cluster Server systems to the new facility by failing services to other nodes of the cluster, powering off nodes, and physically moving them, without the users being aware,” says Graeme Hackland.

### Managing Emails from Composition to Destruction

It doesn't stop there. Traveling staff rely on email for information to support the cars at the race circuit, and access to the data held within their email storage is essential to keep the team together and the cars performance at their peak—more than 400,000 emails are sent and received each week. Here, Symantec Enterprise Vault™ enables users to manage emails from composition to destruction. Policy-based archiving allows the team to archive emails and attachments into the Enterprise Vault server by providing data management policies to match users' needs and storage resources. Additionally, it enables end users to control the size of their inbox.

But what about endpoint security, messaging security, and the fight against malicious viruses, spam email, and other outbreaks? Up to 40 percent of staff work away from the headquarters, travelling the world from circuit to circuit, invariably logging in at hotels, on track, or in airports—all of which demands extreme vigilance for the team's 600 endpoints. Symantec™ Endpoint Protection 11.0 and Symantec Brightmail™ Gateway are the saviors here, enforcing security policies across the team to protect critical assets—all via an intuitive user interface and Web-based graphical reporting. With the two integrated endpoint and messaging security solutions, Graeme Hackland and his colleagues benefit from advanced

protection against the most sophisticated attacks that evade traditional security measures, such as rootkits, zero-day attacks, and mutating spyware.

### Symantec Foundation Risk Assessment

This issue of risk reduction was taken to the next level when the team recently engaged Symantec to conduct a high level assessment of the risks that exist within its IT infrastructures, information sources, IT management processes, and organizational structures. The subsequent Symantec Foundation Risk Assessment taxonomy divided the team's IT related risks into four main categories of risk: compliance, security, availability, and performance.

The Assessment included five days of data capture, one week of data manipulation and analysis, and then a final week of report writing. Data collection was conducted onsite at Enstone, Oxfordshire. This subsequent document summarized all the information collected and provided recommended priorities and action plans for use by The ING Renault F1 Team's IT organization.

The data was split into two categories: 'IT Risk Program Maturity' (an assessment of the team's ability to manage IT risk) and 'IT Risk Landscape' (a summary of the IT risks themselves). In terms of IT Risk Program Maturity, the current state of organizational maturity was mapped against a desired state of maturity. This analysis shows that the team possessed a state of maturity that is appropriate to their organizational type. Some items stood out for particular comment. For example, investigation showed that the team has a very strong culture. This can be advantageous in the context of risk management, as long as the prevailing culture is IT risk aware and not overly cynical or negative when it comes to organizational risk. On the other hand, the lack of a comprehensive IT risk register at Renault F1 was a major issue that needed to be—and was—subsequently resolved.

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**Graeme Hackland**

IT Manager  
ING Renault F1 Team

## BUSINESS VALUE AND TECHNICAL BENEFITS

### Return on Investment

- Saved \$2.5 million per year in tangible, measured cost savings
- Saved \$112,000 in reduced support costs annually
- Saved \$1.8 million in productivity annually
- Reduced new server hardware budget by \$354,000 annually

### Security

- Enforced security policies across the team to protect critical assets
- Provided advanced protection against sophisticated attacks

### Efficiency

- Single, consistent enterprise backup across all platforms
- Significant reduction in the time required to perform regular backup and recovery
- More than 200TB of data managed by sole administrator
- Improved database response by 40 percent

### Availability

- Maintained in excess of 99.5% availability, year on year

As regards the IT Risk Landscape, the assessment identified a high probability of incident in the areas of information security and compliance—owing to the remote working nature of the team’s workforce. It also alerted the team to a high probability of incident in the area of information availability, largely concerning the fact that backup tapes are currently not stored off-site (and the team are now investigating their options on this issue).

“The Symantec Foundation Risk Assessment has made a real difference to the way we look at IT risk,” says Graeme Hackland. “Renault F1 as a business has a ‘medium/high’ tolerance for risk, and the report encapsulated areas within Information Security and Compliance, Security Process and Policy, and Information Availability we need to address. The standard, phased approach Symantec adopted ensured that the assessment was delivered with consistent high quality and with standardized reporting outputs.”

Symantec is putting the Renault F1 Team in pole position in terms of data security, storage, and systems management. No wonder Symantec is the Renault F1 Team’s longest serving technology partner. “Symantec’s leading edge technologies are at the forefront of our business, ensuring all areas from design to racing have quick and reliable access to data at any time,” says Graeme Hackland.