

TIVIT

Providing more than 99.99 Percent Availability for Customer Data with Symantec Solutions



With 1.7 petabytes of data and a complex, heterogeneous hardware and software environment, Brazilian IT solutions provider TIVIT needs to make sure its clients' data is protected and highly available. Using backup and recovery solutions from Symantec, TIVIT is maintaining backup and recovery success rates over 99 percent, and has been able to accommodate a 180 percent annual increase in data while increasing backup staff by only 10 percent. The company also uses storage management and clustering solutions from Symantec to make storage allocation changes in minutes instead of hours and provide 99.99 percent availability for customer data.

World-class solutions, local flexibility

Depending on how it's measured, Brazil's economy is the tenth or eighth largest in the world. Of course, business today is inextricably linked to information technology (IT). Many of Brazil's largest companies and local operations of multinational corporations rely on TIVIT for mission-critical IT solutions, often integrated with call centers, collections, credit-card processing, and other business process outsourcing (BPO) services.

Formed when parent company Votorantim Novos Negócios (VNN) merged its IT units Proceda and Optiglobe in August 2005, TIVIT is uniquely well-positioned to serve the Brazilian market. It has the expertise to compete with large, multinational IT outsourcing providers, yet can appeal to Brazilian IT operations' loyalty on the basis of a nimble, locally-based decision-making process.

This on-the-ground flexibility allows TIVIT to respond faster and design the right solution for each customer. In the last two years, TIVIT has also experienced its first offshore contracts for remote infrastructure management and systems development, and creating the same kind of differentiation in this new competitive environment is a big challenge.

ORGANIZATION PROFILE

TIVIT is the leading Information Technology (IT) and Business Process Outsourcing (BPO) services provider in Latin America. With over 26,000 employees and an extensive service portfolio, TIVIT designs innovative operating solutions for large-scale critical-mission operations in different industries. Controlled by the Votorantim Group, one of the largest industrial conglomerates in Latin America, TIVIT has 18 operational sites in Brazil, works actively throughout 14 countries and provides services to more than 300 clients.

INDUSTRY

Technology

SOLUTION

Backup and Recovery
Storage Management
Data Center Automation
Endpoint Management

“NetBackup has allowed us to stay within backup windows and keep our promises to customers despite our high rate of data growth.”

Paulo Scrideli

Director of Technology and Solutions
TIVIT

Using Veritas NetBackup, TIVIT has been able to maintain backup and restore success rates well over 99%.

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Supporting 180 percent annual data growth

Supporting customer success is central to TIVIT’s management philosophy, and if TIVIT’s growth is any indication, its customers are quite successful indeed. Among its clients are multinational companies and Brazil’s top manufacturing, utilities, and financial services companies, making TIVIT the largest processor of credit card transactions in Latin America with a total data volume of 1.7 petabytes and counting.

“Our data volume has grown by 180 percent in the past year,” says Paulo Scrideli, director of technology and solutions. “We’re growing our revenues by 30 percent annually, and taking on a lot of new customers. But most of our growth is due to existing clients growing.”

A driving factor behind TIVIT’s phenomenal growth is the fact that it allows the technology platform to be determined according to each project’s needs, in a consultative selling approach, says Scrideli. “We have no agenda when it comes to hardware and software,” he explains, “which gives us more freedom of choice to find the best cost-benefit for each customer request.”

The result of this rapid data growth and technology-agnostic stance is a cross section of just about every hardware and operating system combination imaginable. TIVIT maintains two class V (99.999% availability) data centers with ISO9001 certification—one in São Paulo and the other in Rio de Janeiro—linked together with redundant fiber channel cables. To protect its more than 1,300 servers from viruses and malware, TIVIT uses Symantec™ Endpoint Protection. To protect the data itself, the company uses Veritas NetBackup™.

“We’ve been using Symantec products since before TIVIT, since the very beginning of Optiglobe,” says Scrideli. “If a customer wants to use another antivirus product for their hosted servers, we will let them, but Symantec is our standard.”

SOLUTION AT A GLANCE

Business Drivers

- Consolidate, simplify, and centralize IT operations to support growth
- Reduce IT overhead
- Scale while leveraging existing investments in storage hardware
- Provide high availability for customer and enterprise data
- Lower customer costs by maximizing efficiency

Technology Challenges

- Accommodate data growth without a corresponding increase in staff time
- Streamline and simplify storage administration
- Unify and centralize management of heterogeneous storage platforms
- Increase storage utilization
- Reduce planned downtime for maintenance and storage allocation changes
- Resolve more help-desk issues on the first call
- Deploy applications faster

Solution

Symantec solutions for server security, backup and recovery, and storage and endpoint management

Symantec Products

- Symantec™ Endpoint Protection
- Veritas NetBackup™ 6.5
 - Agents: Oracle, Microsoft Exchange Server, Microsoft SQL Server, SAP, Sybase, Vault
 - Options: Bare Metal Restore, Shared Storage
- Veritas Storage Foundation™
- Veritas Storage Foundation™ for Windows®
- Veritas™ Cluster Server
- Veritas™ Volume Replicator
- Altiris™ Client Management Suite

Technology Environment

- Applications: SAP, Microsoft Exchange Server, customer applications
- Databases: Oracle, IBM DB2, Microsoft SQL Server
- Server Platforms: Over 1,300 servers running various flavors and versions of UNIX, Linux, and Microsoft Windows Server operating systems
- Storage: EMC SAN for Windows, RISC, and Linux systems; IBM for mainframes
- Tape libraries: SUN StorageTek

Symantec Services

- Symantec Essential Support Services

99.9 percent successful backups and restores

Due to TIVIT's heterogeneous server environment, the company requires a data protection solution such as Veritas NetBackup that can work seamlessly across storage tiers, locations, and operating systems. "We tried a solution from another vendor years ago at Optiglobe," says Scrideli. "It did not handle diverse systems well, and caused us problems with customers because we often had to wait for the vendor to apply a patch before we could do a restore. With NetBackup, we have not had these problems."

NetBackup is also saving TIVIT considerable training time, since IT staff members only need to learn how to use one backup tool. "By not having to use multiple backup tools for our various platforms, we're saving around 300 hours a month in training time," says Scrideli.

TIVIT is using NetBackup Agents for Oracle, Microsoft Exchange Server, Microsoft SQL Server, SAP, and Sybase, to perform hot, non-disruptive backup of those applications from a centralized management console. The Bare-Metal Restore Option automates and accelerates the server restore process in the case of a disaster. The company is also using the Vault Agent of NetBackup to automatically catalog and manage tapes and tapes sent offsite, as well as the Shared Storage Option to enable dynamic sharing of individual tape drives by "virtualizing" tape resources.

Using NetBackup, TIVIT is able to maintain backup and restore success rates well over 99 percent, compared to 97 percent with its previous solution. "It is difficult for customers to accept any problems with backups and restores," says Scrideli. "They see that as an operational consideration that should be simple for us. And of course, the one restore that doesn't work is going to be the one that's most important to the customer. We have aggressive service level agreements, and therefore need strong

control over the backup window for each customer. NetBackup has allowed us to stay within these backup windows and keep our promises to customers despite our high rate of data growth."

NetBackup is also allowing TIVIT to minimize staff time associated with backups and restores. Each time the company's data volume doubles, Scrideli says, backup staff hours grow by only 10 to 15 percent. "Our challenge each time is to do more with less," he says. "Our success depends on our ability to scale efficiently, and NetBackup is an important piece of our strategy. Without the centralized management console that NetBackup provides, our staff would be spending twice as much time on backup and recovery operations."

Providing 99.99 percent availability for customer data

TIVIT is also using Veritas Storage Foundation™ and Veritas Storage Foundation™ for Windows® to centrally manage its EMC and IBM storage arrays. Using Storage Foundation, TIVIT is able to save money by standardize training and dedicating fewer staff resources to storage management, and can make storage allocation changes in minutes instead of hours.

"The ability to make storage allocation changes on the fly is very important to our business model," explains Scrideli. "We don't need to allocate more storage to customers than they really need at any given time. We can allocate storage in real time, on a day-to-day basis, which in the end means lower costs to our customers."

TIVIT uses Veritas™ Cluster Server in conjunction with Storage Foundation to cluster its SAP enterprise resource planning (ERP) system and provide high availability for enterprise and customer data. This allows TIVIT to meet its service level agreements, which promise 99.99 percent uptime. "Veritas products have enabled us to meet our high standard of availability with relatively simple administration,"

says Scrideli. "In the typical environments that TIVIT supports, the high availability solutions are necessary to assure the service levels required to win our clients' business."

To migrate large amounts of data between clients' legacy storage platforms and TIVIT's storage infrastructure, the company uses Veritas™ Volume Replicator as an efficient, high-performance alternative to traditional array-based replication architectures. "The fact that Veritas Volume Replicator works with multiple platforms makes it possible for us to do these data migrations using the same processes and tools, and eliminates the need to set up a storage infrastructure identical to client's platform," says Scrideli. "For example, we just closed an important deal in the Brazilian finance market, where we will have Veritas Volume Replicator synchronously replicating data between two different groups of servers at our datacenter and a third group of servers in our remote disaster recovery site."

Resolving help-desk issues on the first call

In its help-desk and field service lines of business, TIVIT is using the Altiris™ Client Management Suite from Symantec to increase its rate of first-call resolution on help-desk issues and minimize support visits. The suite enables administrators to deploy, manage, and troubleshoot systems from virtually anywhere.

"Altiris helps us be more competitive by allowing our staff to solve more problems remotely," says Scrideli. "We can use less people from field services to fix customers' products. Again, this reduces the cost for the customer, and increases their level of satisfaction because we're able to resolve problems on the first call. If we weren't using Altiris, I would have to hire 20 to 30 percent more field service staff."

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Paulo Scrideli

Director of Technology and Solution
TIVIT

BUSINESS VALUE AND TECHNICAL BENEFITS

Operational Efficiency

- Over 99% successful data backups and restores (improved from 97%)
- 180% annual increase in data accommodated with only 10% increase in backup staff
- 50% less time spent on backup and recovery administration
- 300 hours/month savings in training time
- Ability to make storage allocation changes in minutes instead of hours

High Availability

- 99.99% availability for customer and enterprise data

Cost Avoidance/Savings

- Avoided hiring 20-30% more field service staff

TIVIT is also using Altiris to roll out applications faster and in a more standardized way, saving further staff time and minimizing the chance of configuration problems.

An important alliance

Scrideli emphasizes that as an outsourcing provider, TIVIT is not the final consumer of most of the IT solutions it purchases. Rather, it seeks to provide and maintain the best possible solutions for its customers. “We are really like a sales channel, providing IT solutions as a service,” he says. “That’s why it is very important for us to have partnerships with companies like Symantec that help us offer a high degree of flexibility and compete successfully against other outsourcing providers.”

With Symantec Essential Support Services providing round-the-clock response, Scrideli is confident that TIVIT’s Symantec solutions are well supported.

“Symantec’s presence in Brazil is large enough to give us the comfort level we need concerning local support,” he concludes. “Our alliance with Symantec helps us create the best cost-benefit solutions for our clients.”