

## Bar-S Foods

Providing Reliable Backups and Support You Can Count On with Symantec Backup Exec™



**With 1,500 employees, 400 computer users and five locations in Arizona and Oklahoma, Bar-S Foods is one of the 40 largest meat-processing companies in the U.S. Accurate backups and restores are critical, but with the company's previous solution, backups or restores would fail about six times a year. Productivity time was lost as Bar-S employees had to repeat a day of data entry to replace the missing data. A switch to Symantec Backup Exec changed everything. Backups and restores have been 100 percent accurate during the eight months the solution has been in place. The restore process is quicker and simpler. Best of all, Bar-S computer users are now regaining confidence that the IT department can be trusted to back up their data.**

### The Challenge

Started in 1981, Bar-S Foods is one of the 40 largest meat processing companies in the United States, with 1,500 employees and sales of over \$400 million a year. Orders are entered electronically, seven days a week, and protecting that data is mission-critical, according to Dave McEldowney, division vice president, Information Technology. "Our backups are critical data," he says. "If we can't get to our backups, especially with the legal issues these days, or if somebody loses a file and can't get it back, we're in trouble." For this reason, data protection is viewed as mission-critical, "all the way up to the CEO."

**"We go through a careful selection process before we begin working with a vendor. Symantec has been a pleasure to work with."**

#### Dave McEldowney

Division Vice President,  
Information Technology  
Bar-S Foods

Bar-S's backup solution, CommVault, did not provide backups with the level of accuracy needed for a mission-critical function, however. "It seemed like about half of what we would try to restore would not work," McEldowney says. "Sometimes the backup had failed, and we didn't realize it had failed. The tools were difficult to use, so it was hard to monitor the success or failure of backups." All in all, he estimates these backup failures happened about six times a year.

To make matters worse, Bar-S executives found CommVault highly unresponsive when they sought a resolution to these and other problems. "We had a services contract, and we called, but we couldn't get a return phone call," McEldowney says. "It took forever, and I had to actually get involved. That's unusual, for an IT executive to have to help with the technical support policy. We finally did get a phone call, but we never got the problem resolved."

After a few such incidents, Bar-S decided it was time for a new backup solution.

### ORGANIZATION PROFILE

Bar-S Foods is one of the top 40 meat-processing companies in the U.S., and one of the 10 largest privately-held companies in Arizona. The company, begun in 1981, now has about 1,500 employees and \$400 million in annual sales. Headquartered in Phoenix, Bar-S operates three production centers and one central distribution center in Oklahoma.

### INDUSTRY

Food & Management Services

### SOLUTION

Backup Recovery  
Disaster Recovery  
Endpoint Management  
Messaging Management

Symantec Backup Exec reduced incidents of data loss due to faulty backups from about six times a year to zero.

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**Chris Armstrong**

Senior Network Administrator  
Bar-S Foods

### The Solution

Bar-S had had good experiences in the past with Veritas, so when the time came to find a new storage solution, it made sense to turn to Symantec Corporation. “I started working with business development first, and it was a completely different sales approach,” McEldowney says. “The people were responsive. And I thought, ‘Ah-hah!’”

Bar-S IT staff immediately noticed some big differences between Backup Exec™ 11D for Windows® Servers and the previous solution. “We’re able to do a lot more,” says Chris Armstrong, senior network administrator at Bar-S. “The restores are quicker and more accurate.” In fact, he says, eight months after deploying Symantec Backup Exec 11d, restore accuracy so far is 100 percent. In addition, he says, “In the user interface, everything’s a little simpler than the other application we had. It’s easier to go in and restore the data you need from a particular point in time.”

### The Results

Accurate restores make all the difference, McEldowney reports. “When we do a restore, it’s because we need the most recent copy of the data,” he says. “Let’s say we needed yesterday’s backup of an orders file. If something like that failed, we’d need to go back to the previous day.” When that happened, Bar-S staff would have to manually re-enter the missing day’s orders for that area. “Depending on the day, that might represent 14 to 30 percent of their productivity for the week,” he says.

Perhaps more important, it’s helping Bar-S IT staff regain users’ lost confidence in the company’s backup system. Without that trust, he adds, “Users do crazy things like putting everything on their own thumb drives or external drives to make sure their data is protected.”

In addition to Backup Exec, Bar-S has for the past several years deployed Symantec Ghost™ Solution Suite to help with provisioning of desktops and Symantec™ Mail Security SMTP to stop spam and malware from infiltrating the company’s email. “We’re blocking about 900,000 pieces of spam a month, up from about 40,000 when we were using Microsoft’s spam filter,” McEldowney says. Calculating that it takes an employee an average 10 seconds to deal with each spam message, he estimates that this alone saves the company about \$7,000 every month. Mail Security is also blocking more than 700 viruses, trojans, worms, and other types of malware every month, Armstrong adds.

Bar-S used Symantec Consulting Services, in conjunction with Symantec partner Applied Computer Solutions to help with implementation and Symantec Essential Support Services provides 24x7 support. So far, he says, there have been no problems with the software, so he hasn’t had to use it.

“We go through a careful selection process before we begin working with a vendor,” McEldowney says. “Symantec has been a pleasure to work with.”

## SOLUTION AT A GLANCE

### Key Challenges

- Provide reliable backups of ordering data
- Obtain dependable support to ensure backups run properly
- Regain end-user confidence in company backups
- Eliminate need for employees to re-enter data lost in faulty backups
- Save employee time and IT resources by reducing spam
- Protect critical systems from malware and intrusion

### Solution

Provided reliable backups; eliminated repeat work due to lost backups; reduced spam; provided malware and intrusion protection

### Symantec Products

Symantec Backup Exec™ 11d for Windows® Servers  
Symantec Backup Exec Desktop and Laptop Option  
Symantec Backup Exec System Recovery (not yet deployed)  
Symantec™ Mail Security for SMTP  
Symantec Ghost™ Solution Suite

### Symantec Services

Symantec Consulting Services  
Symantec Essential Support Services

### Symantec Partner

Applied Computer Solutions

### Technology Environment

- Applications: Microsoft Exchange; Microsoft SharePoint; PeopleSoft
- Databases: Microsoft SQL
- Servers: 60 servers at headquarters and 10-12 at other locations including HP ProLiant DL380 G5 Servers, MPC/Micron servers running Windows® and two IBM eServer xSeries 345 servers running Red Hat Linux
- Storage: Two MPC Storage Area Networks; Five AMS Storage DakotaRAID-WP2 units with NAS devices (one at headquarters; four at remote locations)
- Tape: Five Quantum SuperLoader 3 tape loaders (one at headquarters; four at remote locations)

### Business Results

- Reduced incidents of faulty backups from six times a year to zero
- Avoided individual productivity losses of 6-12 days per year due to rekeying lost data
- Reduced average time for restores
- Increased blocked spams from 40,000 per month to 900,000 per month
- Gained an estimated \$7,000 per month in cost avoidance from users reading and deleting spam
- Blocked more than 700 viruses and/or malwares per month

## Bar-S Foods Data Protection Architecture

Bar-S foods worked with Symantec partner **Applied Computer Solutions** and **Symantec Consulting Services** to ensure a smooth implementation of its new Symantec Solutions.

**Symantec Essential Support Services** provides peace of mind to Bar-S IT executives, with support available 24x7—but so far, they haven't had to use it.

**Symantec Backup Exec 11d** for Windows Servers provides high-performance disk-to-disk-to-tape backups for Bar-S Foods and has eliminated faulty backups and restores.

**Symantec Ghost Solution Suite** uses imaging technology to help Bar-S foods save time and effort when deploying software to desktops and laptops.

**Symantec Mail Security for SMTP** gives Bar-S Foods integrated mail protection at the earliest point of network entry, protecting against malware, spam, spyware and adware, and providing Day Zero virus prevention to minimize damage from new viruses.

Bar-S Foods will soon implement **Symantec Backup Exec Desktop and Laptop Option** to provide dependable data protection for users and restore confidence in corporate backups.

