

## American Portwell Technology, Inc.



**Conducting an IT Makeover with Symantec Saves Emerging Business Over \$900,000 Dollars a Year**

**To meet the demands of rapid growth, American Portwell Technology, Inc. turned to Symantec to protect its infrastructure, information, and interactions. As a result, users can achieve real-time file recovery from any Web browser—without IT help. Symantec solutions also deliver continuous data protection, improved email archiving and search, elimination of PST files, enhanced information security, and streamlined systems management that enables more than \$900,000 in annual savings.**

### The Benefits Of Efficiency

Allen Lee and his team have a mission: Sharpen productivity as a competitive edge.

Lee is President and CEO of American Portwell Technology, Inc. (Portwell), based in Fremont, California. The company is a subsidiary of Portwell, Inc., a worldwide supplier of motherboards and other components used in ATMs, medical imaging devices, mobile telecom towers, and other specialty computing platforms.

In 2006, Lee and his 52 employees generated revenues of \$32 million, equivalent to more than \$600,000 per employee. Over the next two or three years, the team wants to raise revenue to more than \$1 million per employee.

Annual growth between 2003 and 2006 has been between 25 and 100 percent.

“Symantec solutions are invaluable in increasing our efficiency,” Lee says. “Symantec Backup ExecTM 11d and Symantec GhostTM Solution Suite 2.0 save us over \$900,000 a year.”

Pleased with the savings, the company conducted an extensive IT makeover in early 2007 to deploy additional Symantec solutions. The result has been additional gains in efficiency.

“Before our makeover, we had two employees spending 30 percent of their time on IT,” Lee says. “Now, we have one employee spending 10 percent of his time on IT. Symantec is protecting our most important assets. The time it’s helping us to gain is devoted to customer service and pre-sales support.”

**“Symantec Backup ExecTM 11d and Symantec GhostTM Solution Suite 2.0 save us over \$900,000 a year.”**

**Allen Lee**  
President and CEO  
American Portwell  
Technology, Inc.

### ORGANIZATION PROFILE

Founded in 1999 and based in Fremont, California, American Portwell Technology, Inc. provides both off-the-shelf and custom solutions for applications in the medical equipment, factory automation, retail automation, semiconductor equipment, financial automation, and network security markets. With 56 employees, the company is a wholly-owned subsidiary of Portwell, Inc., based in Taiwan.

### INDUSTRY

Technology

### SOLUTION

Data Protection, Systems Management, Email Message Management, Comprehensive Threat Protection

Annual growth between 2003 and 2006 was between 25 and 100 percent.

**“Symantec is protecting our most important assets. The time it’s helping us to gain is devoted to customer service and pre-sales support.”**

**Allen Lee**

President and CEO  
American Portwell Technology, Inc.

### Automation Lowers Costs

Handling IT at Portwell is Mark Huang. His title reflects his two roles: manager of tech support and customer service.

“We use Symantec solutions to protect our data from loss, streamline systems management, control email storage, monitor instant messaging, and shield us from viruses, worms, and spam,” Huang says. “These are must-have solutions.”

Before deploying Backup Exec in the fall of 2006, Portwell had been using a silo-based data protection strategy employing Microsoft Windows NT Backup for file information and the Microsoft SQL Dump Utility for database information. These tools were not reliable and difficult to manage, and had only a 50 percent backup success rate.

Most importantly, email, which plays a critical role at the company, could not easily be restored. If a user accidentally deleted important email, Huang needed four to six hours to restore an entire Microsoft Exchange server. Rarely was this amount of time available.

“Symantec Backup Exec 11d, however, allows deleted email messages or folders to be restored in five minutes instead of four hours, thanks to the efficiency of restoring from disk versus restoring from tape,” Huang says. “Backup Exec 11d has delivered a 99 percent reduction in our email message recovery time objective (RTO).”

### Recovery Is More Up-to-date And Reliable

Before Backup Exec, backups were weekly and direct to tape, meaning data might be a week out of date. Now backups are disk-to-disk-to tape, and data is protected in real time. The recovery point objective (RPO) is near zero.

“Our users are very pleased, and so are we,” Huang says. “We had a 50 percent backup success rate before. With Backup Exec, our success rate in backups has been 100 percent.”

In addition, Backup Exec has made backups 89 percent faster. Before, the process took six hours. Now, it’s completed in 40 minutes.

The Symantec solution scales easily, allowing the team at Portwell to accommodate a 50 percent annual growth in Microsoft SQL data and 30 percent annual growth in Microsoft Exchange data (together currently totaling six terabytes) without an increase in backup administration time.

## Other Benefits Add Up

Backup Exec 11d also provides Advanced Encryption Standard (AES) 128-bit and 256-bit encryption. For the first time, Portwell feels secure enough to send its backup tapes offsite, enhancing the ability to recover from disasters.

Additional protection comes from the Desktop and Laptop option of Backup Exec, enabling protection of data on those assets for the first time. The Advanced Open File option helps ensure open files on local or remote servers are not skipped during backup.

The Backup Exec Agent for Active Directory enables Portwell to recover Microsoft Active Directory information, such as user accounts or settings, in seconds rather than hours, without having to do a full active directory restore or server reboot.

Backup Exec Agents for Microsoft Exchange Server and Microsoft SQL Server eliminate the daily backup window for those applications and provide continuous protection for them. The Agent for Microsoft SharePoint Portal Server enables Portwell to recover individual documents, databases, or the server farm when protecting Microsoft SharePoint Portal Server 2003 without rebuilding an entire SharePoint environment.

“Our users love the fact they can retrieve files right away without calling me, or that I can help them restore email in minutes.” Huang says. “It makes them more efficient and helps them drive our business and sales growth.”

## SOLUTION AT A GLANCE

### Business Drivers

- Protect business-critical information stored in email
- Improve IT staff productivity
- Increase end-user productivity by enabling self-restoration of files
- Enhance disaster recovery capability
- Help ensure security of business-critical data through encryption technologies
- Streamline production testing and manufacturing processes for custom servers and PCs
- Enhance protection against viruses, worms, and spam
- Improve instant messaging productivity while protecting against malware

### Technology Challenges

- Provide continuous data protection
- Enable real-time desktop and laptop backup
- Enable encryption of tape backups to AES 128-bit and 256-bit
- Scale to meet rapid data growth
- Improve recovery time objective (RTO) and recovery point objective (RPO)
- Enable multicasting for the deployment of disk images
- Eliminate PST files and make archived email fully searchable
- Enhance ability to detect and block viruses, worms, and spam
- Enable instant message monitoring for content and security

### Solution

Comprehensive Symantec solutions to protect infrastructure, information, and interactions

### Symantec Products

- Symantec Backup Exec™ 11d with
  - Agents: Microsoft Exchange Server, Microsoft SQL Server, Active Directory, Microsoft SharePoint Portal Server
  - Options: Desktop and Laptop, Advanced Open File
- Symantec Ghost™ Solution Suite 2.0
- Symantec Enterprise Vault™ with
  - Options: PST Migrator, Exchange Mailbox Archiving, Exchange Public Folder Archiving
- Symantec AntiVirus™ Corporate Edition
- Symantec Mail Security for Microsoft Exchange
- Symantec Premium AntiSpam™
- Symantec IM Manager

### Technology Environment

- Applications: Everest ERP, Microsoft Exchange
- Databases: Microsoft SQL Server 2000
- Server Platform: Custom servers and two Dell servers running Microsoft Windows
- Storage: Custom disk storage array
- Tape: Dell PowerVault 110T LTO Ultrium 2

### Symantec Services

- Symantec Basic Maintenance Services

### Symantec Partner

- Advanced Internet Security ([www.advintsec.com](http://www.advintsec.com))

“Advanced Internet Security has been extremely valuable to us with best practice suggestions and deployment expertise.”

**Mark Huang**

Manager, Tech Support and Customer Service  
American Portwell Technology, Inc.

## Major Savings From Ghost Solution Suite

Another productivity gain is in the area of systems deployment. Portwell develops custom PC and server systems for its customers—it also designs and builds the servers and storage arrays in its own infrastructure. As part of the process, Portwell needs to test about 10 disk images a day. Deploying these images manually takes two to three hours per system.

Seeking a faster method, Portwell uses Symantec Ghost Solution Suite to multicast disk images to 10 machines in 20 minutes instead of the 20 hours of staff time manual installation would take. As a result, Portwell saves more than \$100,000 annually in staff productivity.<sup>2</sup>

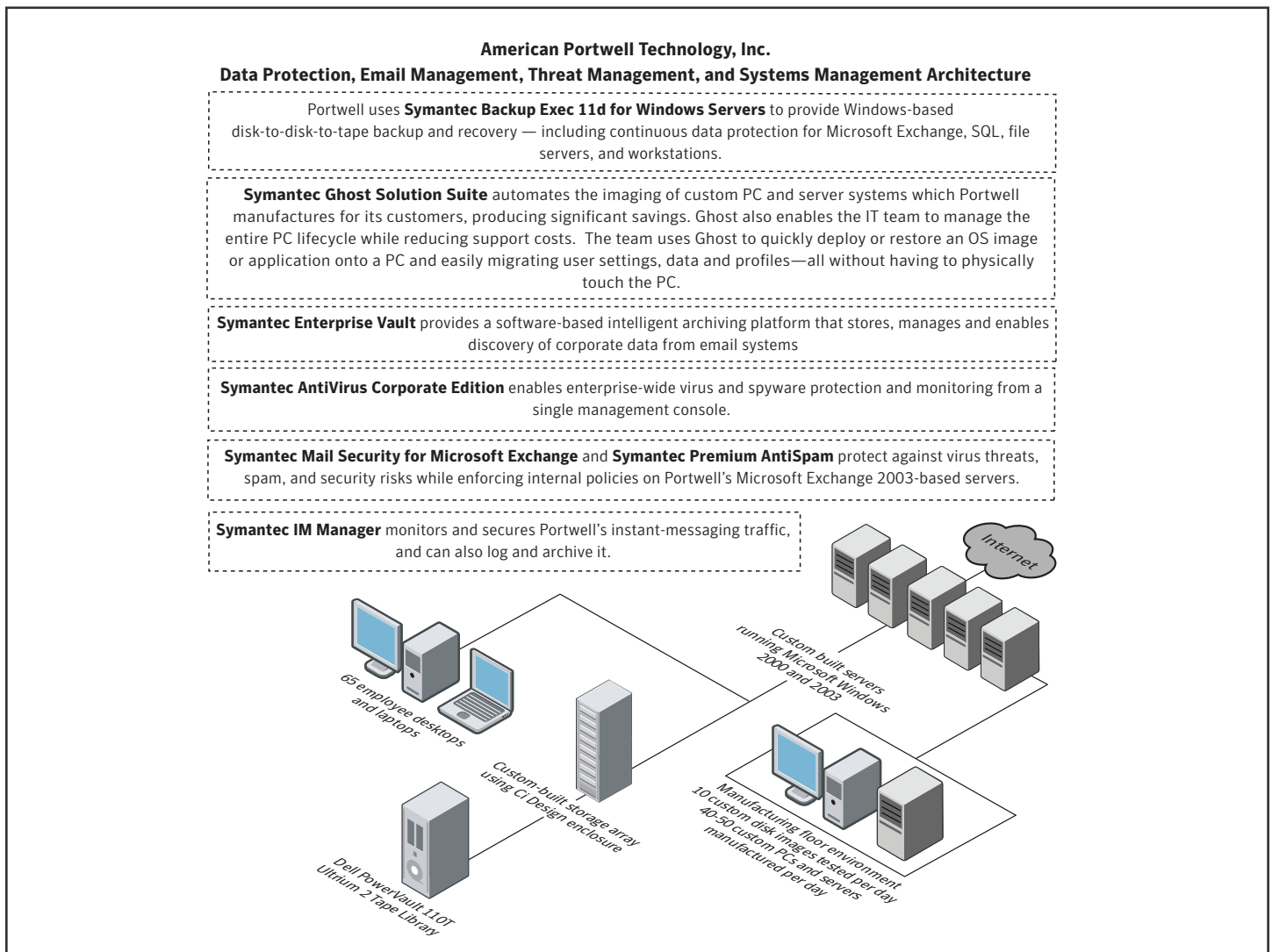
In addition, once these images are tested, they're deployed to custom systems as they're built. "We use Ghost Solution Suite to multicast images to 40 systems each day," Huang says. "This takes one hour total every workday—instead of 120 hours with manual deployment methods. That saves us more than \$800,000 in staff time annually. All together, Ghost saves Portwell more than \$900,000 annually in staff productivity."<sup>3</sup>

"Thanks to Symantec Ghost Solution Suite," Lee sums up, "We can deliver on contracts faster and get a competitive edge."

Huang plans to take advantage of the ability of Ghost Solution Suite 2.0 software to perform comprehensive migration of users to new systems. Ghost's integrated user migration allows him to quickly and

easily capture user data, application settings, and Windows configuration settings from an existing system and restore them to a new system. Availability of user data and settings on the new systems minimizes end-user support calls and frustration, and allows users to get back to work faster.

Huang also plans to use Ghost's multicast capability to manage and rapidly distribute software updates and patches from a central management console, without the need to physically visit the remote client systems. Huang can utilize Ghost's GDisk tool to retire systems securely, completely erasing disks to meet the highest industry standards as defined by the U.S. Department of Defense.



**“I had been receiving 200 to 300 email messages a day and 70 percent of it was spam. By blocking spam better, Symantec has reduced my incoming messages to 80 a day, and only a few are spam.”**

**Allen Lee**

President and CEO

American Portwell Technology, Inc.

## BUSINESS VALUE AND TECHNICAL BENEFITS

### Eliminating troublesome PSTs

Symantec Enterprise Vault™, a software-based intelligent archiving platform, has enabled Portwell to automatically locate 80 gigabytes of email that had been stored on the network in easily lost PST file archives. Enterprise Vault migrated these files to a central, secure repository where the full text of each message and any attachment is searchable for the first time. PST files have been eliminated.

“Symantec Enterprise Vault enables employees to search archived messages directly from Outlook—or Outlook Web Access if they’re in the field. This is a big productivity gain,” Huang says. “It also makes it easier to fulfill a requirement from some of our customers that we retain email for three years.”

### Protecting essential data

Portwell had an antivirus solution before. But when Symantec AntiVirus™ Corporate

Edition replaced it, and ran its first sweep, 12 instances of viruses and spyware turned up that the other solution had missed.

Portwell also had an antispam solution. But when Symantec Mail Security for Microsoft Exchange and Symantec Premium AntiSpam™ software took its place, Lee noticed the difference. “I had been receiving 200 to 300 email messages a day and 70 percent of it was spam,” Lee says. “By blocking spam better, Symantec has reduced my incoming messages to 80 a day, and only a few are spam.”

Portwell’s sales and marketing teams count on instant messaging to field customer inquiries on delivery schedules and parts. “Symantec IM Manager allows us to log and monitor IM traffic, blocking potential malware and ensuring the IM channel is used for business only and stays productive,” says Lee.

Much of the IT makeover at Portwell came with design and implementation help

from Colorado-based Advanced Internet Security, a Symantec Platinum Partner. “Advanced Internet Security has been extremely valuable to us with best practice suggestions and deployment expertise,” Huang says.

“Symantec solutions now protect our email, instant messages, financial database, and contract agreements,” Lee concludes. “They protect our essential information and help us reach our goals.”

“Symantec has brought us added efficiency and peace of mind,” Huang adds. “Their solutions are critical to our success.”

<sup>1</sup>8 hours/wk-5 minutes/wk=7.92 hours/wk saved \*\$75/hr IT staff time\*52 weeks=\$30,888

<sup>2</sup>10 servers/day \* two hours imaging reduced to 20 minutes = 1,000 minutes saved per day=16 hours saved daily \* \$27/hr technician time\*250 work days/yr = \$108,000 annual savings

The \$27/hr technician time is estimated from an average annual salary for industrial engineering technicians in the electronic component manufacturing industry of \$40,020 in May 2004, according to the United States Government Bureau of Labor Statistics. At 2,000 hours a year, \$40,020 translates to \$20 per hour. Add 1/3 to that figure as the estimated cost of benefits, and the total labor cost is \$27/hr.

<sup>3</sup> Before Ghost: 40 machines daily \* 3 hours each machine = 120 hours. After Ghost: 40 machines daily \* one hour total = 40 hours. 120 hours-40 hours=80 hours saved/day\*250 days\*\$27/