

STIHL Incorporated

Cutting Window for Full Backups by 63 Percent
with Symantec Software



STIHL continues to drive new efficiency improvements with Symantec software. The tool maker selected Veritas NetBackup 6.0 to protect critical manufacturing information on its Windows-based platforms. Then, through careful tuning of the backup system and the deployment of NetBackup agents, the company cut the window for weekend full backups by 68 percent, to just 18 hours. When fully deployed, Symantec Enterprise Vault is expected to reduce storage requirements for email by 67 percent.

The Right Tools

For more than 80 years, STIHL has been renowned for its quality craftsmanship and innovation. Founded in 1926 in Germany by Andreas Stihl, the organization now has manufacturing facilities around the world. STIHL products are sold in more than 160 countries.

Although the chain saw remains its signature product, STIHL has added numerous other handheld power tools to its product line over the years, ranging from lawn trimmers to backpack blowers - for weekend gardeners to professional users, including landscape contractors and tree care workers around the globe.

Tuning backups for efficiency

The United States is a huge market for STIHL, one the company supports from its manufacturing plant in Virginia Beach, Virginia. That's also where the U.S. data center is located. Robert Hulings, STIHL Incorporated's LAN/WAN administrator, is responsible for data protection on the Windows side of the house in the Virginia Beach data center.

When Hulings first came to STIHL, he joined a smoothly running IT shop. STIHL was already using Veritas NetBackup from Symantec to protect the company's server running Microsoft Windows Server and VMWare. "I had experience with Symantec Backup Exec, but NetBackup was new to me," he remembers. "Fortunately, the user interface is similar, and I was able to make the transition without too much trouble."

Once he was up to speed on NetBackup, Hulings began to tune the company's backups, with the goal of reducing backup windows and increasing the frequency of backups without adding new staff. Efficiency was becoming more important as the data center expanded. "When I first started with the company, we had about 28 servers; now we have around 48," Hulings says. "Two years ago, we were dealing with around three terabytes of data," he continues. "Today, it's more than double, six or maybe even seven terabytes. So it's even more important to have efficient and reliable backups."

“With the Single Instance Archiving feature of Enterprise Vault, we expect our email storage to be cut by 67 percent.”

Robert Hulings

LAN/WAN Administrator
STIHL Incorporated

ORGANIZATION PROFILE

STIHL Incorporated (www.STIHLusa.com) is one of several manufacturing facilities part of the German-based STIHL Group. The company's U.S. operations in Virginia Beach are located on more than 80 acres with 1,000,000 square feet of manufacturing, warehouse and office space. The company has over 2,000 employees nationwide in product assembly, manufacturing, engineering, sales and marketing, and finance.

INDUSTRY

Manufacturing

SOLUTION

Data Protection, Disaster Recovery, and Business Continuity

A comprehensive solution from Symantec helps ensure data protection and business continuity

Agents speed email and database backups

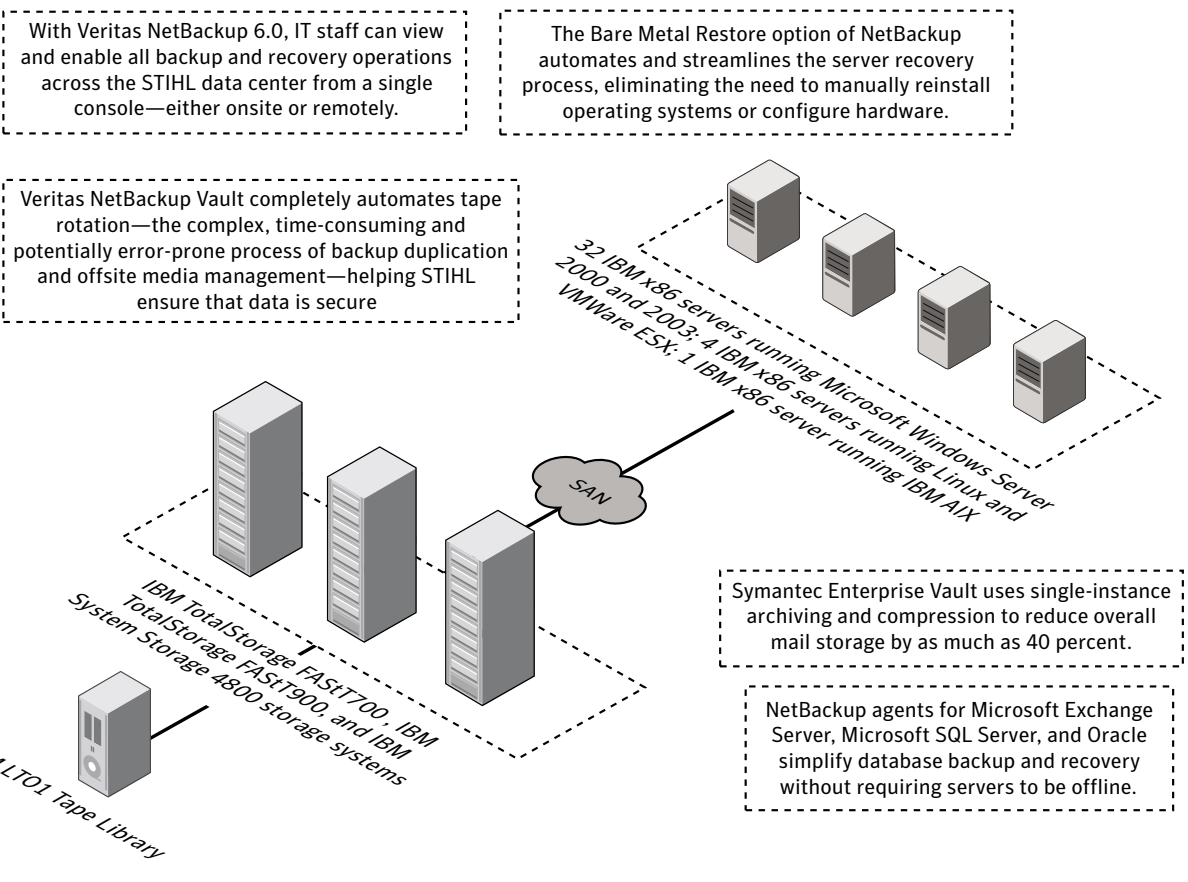
The NetBackup Agent for Microsoft Exchange Server lets Hulings back up his entire Exchange database in less than two hours. The Microsoft SQL Server agent enables a full backup of STIHL's SQL servers in 45 minutes, compared to the two hours previously required, a 63 percent reduction. With the tuning he's done, Hulings has shaved considerable time from STIHL's backups: "An incremental backup that used to take three hours to perform now is accomplished in just one. Also, we've been able to reduce the amount of time needed to run our weekend full backups from 48 to 18 hours."

The net result of these reductions is that STIHL's data protection has been greatly improved. "Overall, we've gone from backing up certain servers on certain days to backing up the entire network daily," explains Hulings. "This gives us the ability to restore files and recover servers with greater accuracy."

Bare Metal Restore pays for itself right away

STIHL recently decided to add the protection of the Bare Metal Restore™ option of NetBackup, and just in time, as it turned out. The first time that Hulings had to use Bare Metal Restore, the stakes were high.

**STIHL Incorporated
Data Protection and Email Archiving Architecture**



“Shortly after I got the Bare Metal Restore option implemented and up and running, a server with a RAID 5 went totally belly up,” he recalls. “There was a critical database on that server that contained six months of work by a consulting firm. If we couldn’t restore the server, we would have incurred significant additional consulting time to reconstruct the information.”

“Once I learned how to use Bare Metal Restore, I was able to restore the entire server and have it fully backed up and operational in four hours. It would have taken three hours to load Windows alone and as much as five hours to restore the data. So we’ve basically cut the server rebuild time in half.”

The ability to quickly restore a server enhances business continuity, he adds. “Believe me, if one of our database servers goes down for even two minutes, I hear about it. We can’t afford to wait 48 hours to get a server back online.”

Vault option automates archiving for disaster recovery

Hulings is using the Vault option of NetBackup to automate a critical part of STIHL’s disaster recovery plan: “We use the Vault Option of NetBackup to make copies of our backups and cycle the copies offsite for disaster recovery. Vault automates the procedure, which leaves the user less to worry about.”

In addition, Hulings can preset vaulting profiles to determine which backups are sent offsite, and how long to retain each backup.

Managing and securing email data

For further storage efficiency, STIHL has chosen Symantec Enterprise Vault™ to archive critical Microsoft Exchange data. The company is currently in the installation phase. “Enterprise Vault will simplify management of our 700 email accounts,” Hulings explains. “We have about 110 gigabytes of email now. With the Single Instance Archiving feature of Enterprise Vault, we expect our email storage to be cut to 35 gigabytes, a 67 percent reduc-

SOLUTION AT A GLANCE

Business Drivers

- Ensure data center availability to support U.S. operations
- Eliminate data loss in the event of unexpected server failure
- Enable quick and accurate recovery of failed servers

Technology Challenges

- Standardize backup and recovery solution for servers running Windows and VMWare
- Back up databases without interrupting access to stored data

Solution

- Comprehensive backup and recovery solution for critical ERP applications, databases, and email across heterogeneous environment

Symantec Products

- Veritas NetBackup™ with
 - Veritas NetBackup Bare Metal Restore™ Option
 - Veritas NetBackup Vault Option
 - Veritas NetBackup Agent for Microsoft Exchange Server
 - Veritas NetBackup Agent for Microsoft SQL Server
- Symantec Enterprise Vault™

Technology Environment

- Applications: Kronos workforce management, custom and off-the-shelf ERP and manufacturing applications
- Databases: Microsoft SQL Server
- Server platform: 48 IBM x86 servers running Microsoft Windows Server NT 4.0, 2000 and 2003; 4 IBM x86 servers running VMWare ESX 2.5 and ESX 3.0
- Storage: IBM TotalStorage FAST700 , IBM TotalStorage FAST900 and IBM System Storage 4800 storage systems
- Tape Library: IBM 3583 L72

Symantec Services

- Symantec Extended Support
- Symantec Education Services

“I am very confident about my backups, thanks to Veritas NetBackup. The best part is, I know that I can count on the backup jobs to run and the data to be there when I need to restore a file—or a server. That’s real value.”

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BUSINESS VALUE AND TECHNICAL BENEFITS

Operational Efficiency

- 50% reduction in time to restore a critical server running Microsoft SQL Server (4 hours compared to 8)
- 63% reduction in time to back up Microsoft Exchange data (from 2 hours to 45 minutes)
- 67% reduction in time to complete incremental data backups (from 3 hours to 1 hour)
- 63% reduction in time to complete weekly, full data backup (from 48 to 18 hours)

Storage Efficiency

- 67% reduction in storage required for email (projected)

Scalability

- Manage twice the amount of data while reducing backup windows and without adding IT staff for backups

tion.” Hulings has also taken advantage of Symantec Education by taking a course in Enterprise Vault to ensure he understands the use of the advanced features of the Symantec software.

Solid support contributes to high availability

Hulings also appreciates the level of support he receives for his Symantec solution.

Although he’s an experienced IT professional and able to handle much of the troubleshooting requirements for the data-center on his own, occasionally he runs into an issue he can’t resolve. “That’s when I call Symantec support,” he says. “Because if I can’t fix it, it’s really a problem.”

No matter what time he needs them, Symantec support specialists are always there, and always ready to help. “When I run into an issue here, I’m on it for as long as it takes to get it resolved. And Symantec support has always been really responsive. Although the support contract provides for a four-hour window for a return call, I always get a call back within the hour,” he says.

Real value from Symantec software

Hulings has always been a fan of Symantec solutions—and uses Symantec’s Norton AntiVirus™ and Norton Internet Security™ software on his home computer. So when it comes to his company’s network, only best of breed will do.

STIHL has made the best choice with its Symantec software, according to Hulings: “I am very confident about my backups, thanks to Veritas NetBackup. The best part is, I know that I can count on the backup jobs to run and the data to be there when I need to restore a file—or a server. That’s real value.