

TD Banknorth Inc.

Helping to Ensure the Safety of Vital Banking Information—
and Enabling Chargebacks—with Symantec Solutions



TD Banknorth needed to boost its level of data protection, so it turned to Symantec. NetBackup has been in use for five years and has easily kept up with 130 percent annual growth in data volume, avoiding adding staff. Backup Reporter creates fast and accurate summaries of actual resource use to help drive the bank's utility computing model.

The Challenge

Banks are encouraging customers to access more banking services via the Internet. Customers get added convenience, and the bank needs fewer customer support staff. But the shift does put more of a burden on the IT infrastructure to keep Internet services available. Data protection is a key part of that equation.

To make sure that the bank realizes the full savings generated by Internet banking, the IT staff has to stay lean. That's why TD Banknorth needed a reliable, scalable, easy-to-administer data protection solution. The goal was to choose a product that the company would not outgrow, even as data volumes grew.

On another front, the bank had decided to institute a utility computing model. With this approach, individual business units would be charged for the resources their group used, including data protection services, as a way of managing and controlling internal costs. Administering this model efficiently requires a powerful, flexible reporting tool.

The Solution

After a thorough evaluation of the available data protection products, TD Banknorth chose Symantec solutions: Veritas NetBackup™ and Veritas™ Backup Reporter. The bank also ordered database agents for Oracle, Sybase, Microsoft SQL Server, and IBM DB2, which allow NetBackup to perform 'hot' backups, without shutting down the database and impacting availability.

TD Banknorth likes to develop a high level of internal IT expertise in key products and technologies. To speed the deployment of NetBackup, the bank also contracted with Symantec Consulting Services for installation and knowledge transfer services. The engagement was highly successful, according to TD Banknorth's storage administrator, Steve Frewin: "My experience with Symantec Consulting Services was different than with other vendors. When the Symantec consultants were finished, I knew exactly what was going on. There was nothing hidden under the sheets that I was going to uncover later."

In parallel with the consulting engagement, Symantec Education Services provided on-site NetBackup training for the bank's IT staff. A few years later, TD Banknorth's storage administrator took the advanced NetBackup training to augment his skills.

“One of the primary reasons that we can stay within our backup window is the robustness of NetBackup. It's been our workhorse for five years and we still haven't outgrown it.”

Steve Frewin

Storage Administrator
TD Banknorth

ORGANIZATION PROFILE

TD Banknorth Inc., (www.tdbanknorth.com) is a wholly-owned subsidiary of TD Bank Financial Group with banking divisions in Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, and Vermont. Based in Portland, Maine, the bank has 8,600 employees and over \$40 billion of consolidated assets as of August 2007.

INDUSTRY

Financial Services

SOLUTION

Data protection

TD Banknorth has achieved a 99.99 percent success rate for backup jobs, with less than one failed job per month.

The Results

NetBackup has proved to be a good investment for TD Banknorth. It has unified data protection across the bank's heterogeneous server population, running an average of 8,000 backup jobs a month. These jobs now successfully complete 99.99 percent of the time on average, meaning that the bank experiences less than one failed backup a month.

Disk to disk backups are helping TD Banknorth increase the utilization of its tape library. While some backup jobs are writing directly to the library, others are writing to the bank's CLARiiON storage system. Later, when the tape drive would ordinarily be idle, the information staged on the CLARiiON is written to tape. This process allows the bank to shorten its backup window and leverage its investment in the tape library to the maximum.

The NetBackup Vault option not only shortens backups, it shaves the restore time. Vault automatically creates two sets of tapes from each backup job, keeping the backup window to a minimum. One set is archived offsite for disaster recovery, while the second stays at TD Banknorth's datacenter. Using the local copy, the bank's staff can recover information in about 4 hours, 83 percent faster than the 24 hours that would be needed to recall and use the offsite copy. In three years, the bank has never had to retrieve the offsite copy.

With the NetBackup Shared Storage option,

TD Banknorth can simultaneously stream to the tape drives from multiple media servers. This feature helps the bank back up several large databases within the allocated time.

When the bank's IT staff has to install a new backup domain, the scripting capability of NetBackup streamlines the process significantly. Installing the full complement of agents and configuring each one could take as much as eight hours. By committing all those steps to a script, they've cut that time by 75 percent, down to just two hours.

Backup Reporter has greatly expedited the process of generating reports that are used for chargebacks. Highly custom reports that would have taken up to eight hours in the past are generated now in just minutes. The ability to quickly and accurately determine actual usage has been a key factor in the success of the utility model at TD Banknorth. It has also become an invaluable tool for planning, since the IT staff has access to accurate information about past usage patterns.

In 2005, a critical email server crashed, interrupting some of the bank's communications. Symantec Essential Support Services collaborated with Microsoft support to get the server rebuilt from the ground up. The operation went flawlessly.

TD Banknorth is assisted in its NetBackup licensing process by Forsythe Solutions Group, a Symantec Platinum Business Partner.

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SOLUTION AT A GLANCE

Key Challenges

- Ensure availability of Internet banking services to customers
- Scale to accommodate growth in information without increasing staff
- Implement utility model to allocate data protection charges to business units

Solution

Streamlined data protection and provided resource reporting for usage-based billing

Symantec Products

- Veritas NetBackup™ with Shared Storage Option, Vault Option, and database agents for Oracle, Microsoft SQL Server, and Sybase
- Veritas™ Backup Reporter

Symantec Services

- Symantec Essential Support Services
- Symantec Consulting Services
- Symantec Education Services

Symantec Platinum Business Partner

- Forsythe Solutions Group (www.forsythe.com)

Technology Environment

- Applications: Check imaging system, Microsoft Exchange Server 2003
- Databases: Oracle, Microsoft SQL Server, Sybase, IBM DB2
- Server platform: IBM servers running IBM AIX, HP servers running HP-UX, Sun servers running Solaris
- Storage: EMC storage systems (Symmetrix, CLARiiON, Celerra), ADIC Scalar i2000 tape library

Business Results

- 99.99% success rate for 8,000 backup jobs per month
- 83% reduction in time to restore lost or corrupted information (4 hours versus 24)
- 75% faster tape writes with shared storage capability
- 75% reduction in time to install a new NetBackup domain (2 hours instead of 8) using scripting capability
- Accommodate data growth of 130% per year with existing staff
- Reduce time to create chargeback reports from a full day to minutes