

Full Backup for orders of Hendl

Wienerwald, an Austrian restaurant chain known for its chicken specialties, relies on WS-IT, an IT service provider, for its all of its IT needs. With expanding amounts of data, the existing backup solution was no longer adequate for securing data that had previously been stored remotely. That is why the company chose to use an innovative, scalable technology instead of simply expanding their previous system. Tandberg Data's LTO-3 provided Wienerwald with both a robust, high capacity, high performance backup solution as well as on-site service.



Wienerwald, a restaurant chain founded in 1955, has been famous in the German-speaking world for the past 50 years for its Hendl dish. Wienerwald Restaurants GmbH of Austria has operated independently from the German arm of the enterprise since 2003 and today employs approximately 320 workers in 17 restaurants. In addition to its classic menu, the company now prepares take-out and offers home delivery.

For the past four years, all the data the company accrues has been successfully and professionally handled by WS-IT Web Solution—Information technology GmbH at Wienerwald's data center. The data center is located at the company's headquarters, where the data is collected, held, processed, and stored. Here, data for the different cashier, accounting, and bookkeeping systems, as well as for the company's internal accounting matrix (BAB) and databank files for the individual locations, are brought together. "We support small and midsize companies by meeting their IT and telecommunications needs and also offer outsourcing as part of our IT services," remarks Gerhard Kellner, general manager for WS-IT GmbH. "Four years ago we began a successful overhaul of Wienerwald's entire back office administration and Windows server management. We launched their website, took over their backup system, and created another satisfied customer along the way."

Criteria for Choosing a Support Type

Before the transition to a central and automated backup solution, each server was backed up with its own AIT Tape Drive, a method which involves high administrative costs. The company chose instead to employ an automated SDLT tape solution. This robotic solution created a fully automated system for switching out the selected tapes, which meant that manual changes were now only necessary once a week.

However, due to the constant growth of data volume, the robotic tape system quickly reached the limits of its capacity. Despite the full automation of the backup process, the only way that WS-IT GmbH's personnel were able to continue to protect the data was to increase costs and effort. Because the automation equipment no longer provided the desired reliability, despite several service calls, the team at WS-IT GmbH decided upon a complete system overhaul. "When dealing with data backup, the reliability of the product, technology, and support comes first and foremost. That's why we chose to switch out the system. After comparing the costs and benefits of several automated systems, the team at WS-IT came to a unanimous decision to go with Tandberg Data because of the high value they place on service and support," stated Franz Kainz, general manager of Wienerwald Restaurants GmbH.

Solution Overview

Wienerwald



Tandberg Data StorageLoader LTO-3

CA ARCserve Backup Software

Windows 2003 Server Edition



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The choice was the StorageLoader LTO-3, which, with its single rack (1U) and eight slot configuration, is ideal for the needs of a mid-sized company like Wienerwald. The autoloader offers two removable 4-compartment trays that provide space for up to eight cassettes that can hold up to 6.4 terabytes of compressed data. The LTO-3 drive uses these to back up and restore the company's data at the required transfer rate of up to 80 MB/second.

Implementation: Everything Under Control

The experienced specialists at WS-IT GmbH took over the implementation of the LTO-3 StorageLoader so that they would be able to address the configuration and operation of the equipment in the future. The equipment was implemented and ready to go in only half a working day.

The StorageLoader LTO was installed after Wienerwald's office hours. The first step was a full system backup. All the records on the old autoloader were backed up and tested to make certain that the backup contained all of the data. The old systems were then replaced with the new ones. This compact system is connected to the Windows 2003 backup server via a SCSI interface. The StorageLoader is equipped with seven data tapes and a cleaning cassette. ARCserve by Computer Associates was chosen as the backup software. After the system was configured and the backup tasks were set up, the first full backup using the LTO-3 StorageLoader was completed in only 4 hours. The old backup system required the entire night.

"The additional slack time allows us to perform a full backup each day. In case of disaster, having a complete recovery record of the data set will allow for a restoration that is significantly faster than that provided by a series of partial backups. This allows us to minimize the risk of data loss in case of an outage," reports Gerhard Kellner. "There were a few cases where we had to restore data, for example where users had deleted a file. Now, all that is required is a quick call and we are able to restore the file by checking against the database, which we are able to do remotely. Normally, this can be accomplished within 15 minutes."

More Space: High Performance

The continued growth of the data volume means that backup tasks now require 5 hours, during which the server's transfer speed is limited. In order to prevent the tapes from having to stop and go during a backup process, 4 of the 12 servers available are always backed up in tandem after the multiplexing process. The constant data stream provides a balanced workload for the StorageLoader, which increases backup security and minimizes wear and tear.

The tapes are switched with 14-day old tapes every Monday, which are then overwritten. Complete backups are still securely performed on site each week and monthly tapes are stored remotely for archiving purposes. The tape drives automatically perform a cleaning every 50 hours. Recovery data is regularly checked and tested to ensure completeness and integrity.

Investments for the Future

Should needs change, the StorageLoader can be upgraded with an LTO-4 drive, and the performance of a single rack increases to 12.8 terabytes and a transfer rate of up to 576 gigabytes per hour (in 2:1 compression). Tapes previously used by WS-IT GmbH could then be reused with complete read/write compatibility.

"With Tandberg Data's Tape Automation, we laid a solid and secure foundation for Wienerwald's backup needs. The StorageLoader is based on reliable technology, is easy to use, and is impressive with its robust design. We are barely aware of it from day to day and for a backup solution, that is a good sign. If something should happen, we know that that the manufacturer and its partners are never far away," remarks Gerhard Kellner.



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Gerhard Kellner, general manager for WS-IT GmbH

About Tandberg Data

Tandberg Data is a leading global supplier of backup and archiving technologies. Tandberg Data offers a complete range of tape libraries, tape autoloaders and tape drives (based on the LTO™, SLR™, VXA® tape technology platforms), storage software, data media and disk-based storage such as the RDX™ QuikStor. These solutions are marketed exclusively through a channel of qualified resellers and distributors. These solutions are underpinned by OEM agreements with major server manufacturers including IBM, Hitachi, Fujitsu, Fujitsu-Siemens, Apple and Dell and supported by all major operating systems and storage software applications to operate in heterogeneous network environments. All solutions are designed to meet the growing storage requirements of small and medium-sized organisations with scalability, reliability and backward compatibility features that ensure cost effective operation and long-term investment protection.

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