

DULSCO LLC achieves reliable, fast, automated backups using the high capacity and performance delivered by StorageLibrary T24 from Tandberg Data

DULSCO, with a successful history spanning over seven decades of operations within the United Arab Emirates (UAE), has been part of the impressive Emirate growth story—as Dubai emerged from a fishing village to expand into today’s mega vibrant metropolis. DULSCO provides diversified maritime services to customers all over the UAE as well as Qatar, with an employee base numbering in excess of 5000.

The company’s core business is in the provision of HR solutions and waste management services. DULSCO provides clients such as IKEA with skilled personnel including electricians, tailors and carpenters, whilst other clients such as Acer Computer Ltd and Alpha Data rely on DULSCO to source IT specialists. DULSCO also works closely with the Abu Dhabi Tourism Authority (ADTA) to provide temporary staff for events such as the 2007 Abu Dhabi Golf Championship.

Waste management clients include the American Hospital, Dubai for whom DULSCO manages incineration, chemical and radioactive disposal of medical waste. In addition, DULSCO delivers a wide range of other services including marine and tank cleansing services, property services including employee accommodation, warehousing & industrial plots. The company also runs the DULSCO Medical Clinic to provide land based crew medical services along with the provision of offshore medical services to most of the ships that sail to UAE.

With such an extensive and wide-ranging portfolio, DULSCO requires a robust and encompassing IT infrastructure. In 2002, the in-house IT department implemented an ERP Solution to streamline and manage operations whilst also supporting a variety of business critical applications that help the organisation efficiently operate across its many different interests.

The Situation

Mohammed Bilal Hasan is Head of the IT Department. His role includes responsibility for delivering ERP implementations, upgrades, customized applications, web portals, security, backup management and all other aspects of IT. His colleague, Salim Shaikh, looks after Networks and LAN/WAN Connectivity. Bilal’s Department also provides the centralised backup service for Head Office.

SOLUTION OVERVIEW



-  **Tandberg Data StorageLibrary T24 LTO-3**
-  **Symantec Backup Exec backup software**
-  **O/S Microsoft 2003**
-  **Switches to link different locations**
-  **Primary Storage—Local Hard Drives**
-  **Applications: JD Edwards—Oracle ERP, Microsoft Sequel Server, Exchange Server**



The small, dedicated in-house IT team also provides consultancy expertise on new projects as and when required and like many large organisations, DULSCO outsources specific IT services from time to time to reduce overheads.

The Issues

Prior to the upgrade from a Tandberg Data Autoloader with a single LTO-1 drive to the new StorageLibrary T24 LT-3 solution, DULSCO was using HP DAT drives connected internally to each server.

Increasingly the backups that were conducted overnight, were neither completing in time for the start of the next working day nor providing the facility for remote monitoring with centralised, automated management; meaning that resources from the IT team had to be constantly on-hand throughout the backup window.

In 2005, before upgrading the JD Edwards/Oracle ERP system, DULSCO implemented a Tandberg Data autoloader backup solution, and in 2007, due to an office relocation, the IT team decided to further upgrade the Tandberg Data solution to a Tape Library with dual drives (LTO-3) to meet the needs of their current and future data growth and data management issues. Through this assessment, it became apparent that the lengthy, unreliable backups were unacceptable and that the team needed to source a reliable solution which would facilitate an automated, centralised process of backing up the DULSCO data.

As a traditional HP house, the IT team initially reviewed the HP solutions on the market to address the bulging backup window. Their trusted storage advisor, StoreTech Systems, led DULSCO to consider other comparable offerings which provided greater functionality, but which held a lower price tag, providing DULSCO with the capacity and performance they needed for their current and future requirements. After a thorough evaluation and assessment, StoreTech Systems recommended the StorageLibrary T24 from Tandberg Data.

The Solution

Taking StoreTech's lead, DULSCO was invited to undertake a site survey of another StoreTech customer who had implemented the StorageLibrary T24 to experience the benefits working first hand in a production environment.

The evaluation process was based on the whole solution that StoreTech Systems and Tandberg Data could deliver via the StorageLibrary T24, enabling remote management, remote monitoring, scalability and minimized down-time facilitated by the maintenance features of the product. The simplicity of implementation, in addition to enhanced visibility and ease of use which the solution offers through its host of management features was a key differentiator; as was the Write Once Read Many (WORM) support for regulatory compliance. Finally, the competitive pricing and the enhanced customer support package was also a key part of the DULSCO decision to use the StorageLibrary T24.

DULSCO is currently using the StorageLibrary T24 LTO-3 with two drives, having easily and seamlessly upgraded, from LTO-1 technology, which they originally implemented back in 2005 to help bolster the organisation's significant data growth. Further data expansion is not an issue with the StorageLibrary T24 as you can seamlessly add up to 24 slots and it can read previous generations of LTO technology. Within the solution, Symantec's Backup Exec is used to back up straight to tape.

To date, DULSCO has not experienced any issues with its implementation of the StorageLibrary T24 and the team enjoys seamless, hassle free and confident backups. During installation a problem was highlighted with a faulty Autoloader but even then Bilal Hasan noted, "On the one installation occasion when we did have an issue with a faulty Autoloader, it was dealt with professionally under warranty, and replaced within 1 day, which is a typical reflection of the excellent level of customer service and support, which we have experienced from both StoreTech Systems and Tandberg Data."

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Mohammed Bilal Hasan, Head of the IT Department

DULSCO runs JD Edwards—Oracle and SQL, Exchange Server as critical applications that the StorageLibrary T24 supports. Data backed up on a daily basis includes user files, systems statistics, registry, open files and a host of applications. To date, DULSCO handles around 100GB of data and it is confident that the StorageLibrary T24 can accommodate its future growth as it provides all the envisaged capacity it will need for the foreseeable future.

In terms of retrieval of data, the DULSCO team put the StorageLibrary T24 to the test earlier in the year, when a host of critical emails and an important SQL database were inadvertently deleted. The DULSCO team was able to quickly and easily retrieve and re-instate the lost data from the previous evening's backup, causing a minimum of disruption. Bilal commented, "Previously such retrieval could have been described at best as 'hit and miss' and it would be a lengthy process depending on if the backup had completed fully and how long it would take to identify the correct tape."

The team now enjoys a much-reduced backup window, typically of about 5 to 6 hours from the end of the working day, completed by midnight and tapes are then archived and kept offsite in a fireproof cabinet.

Conclusion

DULSCO recognises it has benefited and experienced significant savings in terms of costs, time and human resources needed to carry out regular scheduled backups. Easier storage management, with totally unattended backups, means that since implementing the StorageLibrary T24, the team's responsibilities have been reduced to that of purely monitoring. Perhaps most importantly, the team now enjoys enhanced confidence in the solution.

Bilal Hasan concludes: "We are very happy with Tandberg Data and the complete, encompassing backup solution which the StorageLibrary T24 provides us. If we ever needed to upgrade, they would be our No. 1 choice."

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www.storetechsys.com
www.dulSCO.com
www.tandbergdata.com

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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