

Dentist Dedicated to Painless Treatment Finds Pain-free Data Storage and Protection

Accelerating growth that underpins the success of Reliance Worldwide (Australia) has created the need for more powerful data storage technology, and the company has chosen a Tandberg Data solution to safeguard their mission critical data. Reliance Worldwide (Australia) is part of the successful Reliance Worldwide group of companies with operations in the USA, UK, France, Hong Kong, Australia, and New Zealand.



One of world's largest manufacturers of thermostatic water control valves, Reliance designs, develops and manufactures a complete range of water mixing products that comply with all major international standards. For more than half a century it has been the prime global supplier of hot water safety valves, plus a complete range of plumbing and heating products.

Reliance Worldwide (Australia) remains the largest operation in the group, with three manufacturing facilities in Brisbane and a facility in Melbourne. Worldwide its facilities produce more than 10 million control valves and 100 million fittings every year.

In recent years, the Australian company has progressed gradually from using DLT (Digital Linear Tape) technology for data storage, to different generations of LTO (Linear Tape – Open) technology. Recently exponential data growth prompted the need to implement a suitable tape library solution.

Preference for Pricing, Quality, Reliability and Service

A careful evaluation process focused on recommendations from various national distributors. Reliance Worldwide, assisted by the company's solutions provider Rapidfire, compared existing users of the vendors' products, in which word-of-mouth contributed to their decision.

"We found that Tandberg Data was competitive in price and provided the kind of quality, reliability and vendor strength that we look for when selecting a product," says Scott Hunter, CEO of Rapidfire, and managing all IT solutions for Reliance Worldwide (Australia). "Coupled with successful existing and proven implementations, this impelled us to implement Tandberg Data's technology ahead of its competitors' products."

He adds: "One of the main problems with the other vendors' solutions was the lack of a required level of local customer care. We have an invaluable ally with our local storage distributor, Datastor. We partner regularly with their team of storage & backup specialists to bring innovative solutions to the table. Datastor's service & support are second to none."

Solution Overview

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"I can meet compliance regulations, avoid managerial headaches, and have a bullet-proof backup system with the RDX "

Dr. Rick Nalin

Reliance Australia has installed a dual drive Tandberg Data StorageLibrary T40 using 40 slots and LTO-4, with 64TB compressed (32TB native) capacity, at its Brisbane headquarters. Similarly configured T40s will be implemented at the company's three other Australian sites. The StorageLibrary at head office will replace a smaller Tandberg Data device, which will be used for storing data elsewhere in the group, at a smaller site. Reliance is also considering implementing an additional Tandberg tape library in the near future, as part of a disaster recovery solution.



“Before we implemented the first StorageLibrary, the group’s data growth was too fast and our existing solution was unable to backup all our data,” said Scott Hunter. “The Tandberg Data solution has rectified this problem while giving us a generous allowance for future growth.” The new setup is viewed as a solution that will serve Reliance for three years, after which the solution will be reviewed.

He added: “We find Tandberg Data’s equipment very reliable and cost effective. We have an excellent relationship with our Tandberg Data distributor, Datastor, which we find mutually beneficial.”

The implementation of data storage library technology will make it easier for Tandberg Data’s channel partner Rapidfire to manage Reliance Worldwide’s systems. Maintenance from site to site will be greatly simplified, as there will be no individual tapes to manage, and systems can be configured, monitored and controlled remotely with the browser based remote management interface. SNMP notification will send information on the library status to the administrator. Another benefit lies in the fact that the Tandberg storage solution is expandable. With Capacity on Demand (CoD), usable capacity can increase as the data grows, by expanding from 24 to 40 slots.

Established in 2002, Rapidfire has become a significant player in providing hardware, software, programming and networking service and support to suit customers’ specific requirements. Customer service is the differentiator. The company offers a range of customised business applications ranging from small domestic sites to large international sites.

“Benefits for management include the easy restoration of files for management and long term storage, as well as confidence in the security of the firm’s data,” said Scott Hunter. “IT staff will appreciate the ease of file restoration, the solution’s expandability, and the fact that Tandberg Data’s technology has given them confidence in the long term prospects of the solution.

Like Reliance, Rapidfire’s expansion is accelerating. The company has doubled in size over the past two years. Since its inception five years ago, it has incorporated an extensive range of expertise covering all facets of ICT. The company recently upsized its head office, and has new offices in Sydney and Melbourne. Adding to this, Rapidfire has recently implemented a new face to their website www.rapidfire.com.au.

Day-to-Day Storage and Backup Simplified

“Day-to-day use of the Tandberg Data solution has simplified the data storage and backup process, especially in exporting tapes. The Tandberg StorageLibrary also runs faster than the previous solution.”



We find Tandberg Data’s equipment very reliable and cost effective, and will continue to use it in the future.”

Scott Hunter, CEO, Rapidfire, on managing IT solutions for Reliance Worldwide (Australia).

www.relianceworldwide.com.au
www.rapidfire.com.au
www.tandbergdata.com/apac

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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