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CUSTOMER SUCCESS

Dubai Silicon Oasis

Creating a Cost-Effective, Best-in-Class Storage Oasis

Dubai Silicon Oasis Authority (DSOA), a 100% government-owned free zone, was established following Law no 16 of 2005 of the Government of Dubai, with the Mission to “facilitate and promote modern technology based industries” thus supporting the region’s demand for business expansion.

Dubai Silicon Oasis is designed as a hi-tech ecosystem which offers businesses a plethora of advantages including a state-of-the-art infrastructure, in-house business services and strong business support such as technology investment incentives for large enterprises, entrepreneurial support, an incubation centre and venture capital funding.

Determined to have the best-in-class information storage infrastructure, DSO chose Symantec™. Together, the integrated suite of Symantec NetBackup™ 7.5, Veritas Storage Foundation™ HA from Symantec, and Symantec Enterprise Vault™ have lowered the demand for storage at DSO by more than 60 percent, reduced labor costs by 60 percent, introduced limitless Exchange quotas, and accelerated the time needed to perform granular restores from days in some cases down to minutes. And the flexibility is there to offer DSO tenants cloud-based email management and data storage, extensive virtual protection, and much more in the future.

Free Zone Technology Park in the UAE

Dubai Silicon Oasis is a wholly-owned entity of the Government of Dubai and operates as a free zone for semiconductor, microelectronic and other high technology-based companies looking to set up their regional headquarters and research and development (R&D) facilities in the Middle East and Africa region. Companies are already pouring into the master-planned community across 7.2 square kilometers, to capitalize on an array of services, such as: plug-and-play offices, multiple use warehousing, Tier 3 Data Center, and manufacturing facilities among many others.

ORGANIZATION PROFILE

Website: www.dso.ae

Industry: Business Services

Headquarters: Dubai,
United Arab Emirates

SYMANTEC SOLUTIONS

Archiving

Data Protection

Storage Management

Why Symantec?

- Integrated portfolio of best-in-class solutions
- Previous experience with the technology
- Expert, dedicated support in the Middle East

Based on this mission, DSOA had to choose the best solutions to manage their information, without having a legacy environment to think about, no previous version numbers of software, or time-consuming integrations. The organization simply wanted the best technology on the market—as long as it came with the right price. The technology also needed to adapt to whatever was around the corner: protecting cloud or mobile environments, for example, or easily managing new operating systems or applications. And it needed to scale seamlessly in line with DSO's business growth.

From a storage point of view, DSO s looking for a robust, mission-critical system which would help them automate the entire backup and restore process and meet recovery point and recovery time objectives. They wanted a solution which would simplify the management of the deployed virtual servers and storage. Moreover, mailboxes were filling up quickly, and users were in need for more size for their quota, so the DSO needed to drive a greater degree of performance and reliability into their Microsoft Exchange environment.

Complete backup and restore automation

“We needed a technology which would provide complete automation for our backup—servers, storage, and clients,” explains Abdulsalam Rahma Bastaki, vice president of information technology at Dubai Silicon Oasis Authority (DSOA). “The technology to deliver ‘dawn to dusk’ high availability and failover; and support our virtual infrastructure was needed. I had used Symantec extensively in a previous role, and I was confident that it will offer the best-in-class, market leading solution.”

NetBackup was the first of the Symantec solutions to be implemented, seamlessly protecting the VMware virtual environment, securing different operating systems, and introducing an entirely hands-off, automated approach to backup and restore. Granular file restore which used to sometimes take days is now completed in minutes. “The only time we intervene is if we get a message to say one of the backups has a problem,” says Abdulsalam Rahma Bastaki.

SOLUTIONS AT A GLANCE

Key Challenges

- Automate entire backup and restore process
- Meet demanding recovery point and recovery time objectives
- Simplify management of the deployed virtual servers and storage
- Tackle email quota limits and user frustrations

Symantec Products

- Symantec NetBackup 7.5
- Veritas Storage Foundation HA, from Symantec
- Symantec Enterprise Vault 10

Technology Environment

- Users: 500
- Hardware: Hitachi, NetApp, IBM servers, SUN servers
- Applications: Microsoft Exchange 2007, Oracle , IBM filenet
- Servers: 2 x IBM P570, 2 x S series servers, 35 sun servers
- Operating system: Microsoft Windows, Linux, AIX
- Virtualization: VMware and LPAR

BUSINESS VALUE AND TECHNICAL BENEFITS

- Lowered demand for storage by more than 60 percent with deduplication
- Reduced labor costs by 60 percent
- Introduced limitless Exchange quotas
- Lowered email storage footprint and costs by nearly 50 percent
- Provides entirely automated protection for growing VMware environment
- Lowered time required for granular file restores from days to minutes
- Introduced best-in-class, integrated online storage management, high availability, and disaster recovery
- Met recovery time and recovery point objectives with ease
- Provided flexibility to offer tenants cloud-based email management and data storage

High availability and disaster recovery for virtual infrastructure

NetBackup is completed by Veritas Storage Foundation HA from Symantec, which offers DSO online storage management, together with high availability and disaster recovery for the authority's virtual infrastructure. Data including the Exchange environment fails over in the event of a crisis to a disaster recovery site located elsewhere on the DSO campus. The flexibility of the Storage Foundation solution also allows the team to integrate different operating systems, such as Windows, Linux, and AIX—and from different hardware platforms. As a result, recovery time and recovery point objectives are both being met comfortably, according to Abdulsalam Rahma Bastaki.

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Abdulsalam Rahma Bastaki

Vice President of Information Technology
Dubai Silicon Oasis

“NetBackup and Storage Foundation HA are the centerpiece of our next-generation storage infrastructure, and have significantly lowered our operational and labor costs,” he says. “Deduplication has reduced DSO’s demand for storage by more than 60 percent—especially Exchange. We have also lowered our labor costs by the same amount, automating so many of the day-to-day data protection processes.”

Email management has been similarly transformed. Enterprise Vault, the most recent of the trio of Symantec technologies that were deployed, has enabled DSO to break the problem of quota fixation on users. They now enjoy limitless quotas, access to archived email is transparent, and DSO is comfortably able to meet the compliance requirements mandated by the United Arab Emirates Government. The solution is currently used just for email and file system archiving, although DSO intends to take advantage of even more Enterprise Vault functionality in the coming months, including eDiscovery and Data Classification Services for more granular control over identification, retention, and deletion of Exchange messages. “Enterprise Vault has enabled DSO to reduce its storage footprint and costs by nearly 50 percent,” says Abdulsalam Rahma Bastaki.

Flexibility is the watchword of this integrated suite of Symantec data protection, high availability, and content archiving solutions. In time, DSO will open up the scaleable infrastructure to other tenants in the free trade zone, offering them, for example, cloud-based email management and data storage. “The great thing about Symantec is the wealth of integrated solutions. Whichever way our infrastructure evolves in the coming years—virtual, cloud, mobile—the flexible Symantec technology will meet our needs,” he says.

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