When you’re growing one of Italy’s leading local public services companies, you want your IT team busy innovating new business services, not buried in backing up data. So when the Symantec Data Protection Master Specialist partner Sinergy recommended to Gruppo Tea that it could achieve all four vectors of data protection—cost-effectiveness, reliability, rapid deployment, and ease to use—with one all-in-one, best-in-class solution, Gruppo Tea jumped at the chance. The all-in-one NetBackup™ 5220 Appliance, with built-in support for VMware, has streamlined data protection administration, halved data protection costs, significantly lowered the amount of data backed up, and shrunk the backup window from 12 hours to six hours. It also ensures Gruppo Tea complies with Italian laws surrounding data protection, retention, and archiving.

Why Symantec?

- Proposal by Sinergy, an accredited Symantec Master Specialist in data protection
- All-in-one, preconfigured, easy-to-use appliance
- Symantec’s trusted, innovative reputation in the data protection space
“We have a very lean IT team here at Gruppo Tea, so the less time we devote to backup administration, the more time we have available for client-facing activities,” explains Giancarlo Iori, backup manager, Gruppo TEA S.p.A. “Our ideal scenario was to implement a high performance certified data protection solution—one without complexity and high cost.”

**Symantec Master Specialist Masterminds Innovative Backup Solution**

The answer came from Sinergy S.p.A., a Symantec Master Specialist company in data protection with system integration skills. “Sinergy immediately demonstrated a high support in the software selection phase and advanced capability in the specialist area of data protection,” says Iori. “The fact that Sinergy has Symantec Master Specialist accreditation meant they really understood our data protection needs. Sinergy recommended that we look at the Symantec NetBackup 5220 Appliance. The all-in-one solution ticked every box—reliable, scalable protection for our four terabytes of data, ultra-fast replication, deduplication, and built-in support for VMware.”

Chosen in preference to more cumbersome and complex solutions and displacing the former backup system, the NetBackup 5220 Appliance was installed by Sinergy in a plug and play operation that enabled Gruppo Tea to go live in a short time. Intelligent source deduplication for the company’s physical and virtual environments, coupled with built-in, secure disk-to-disk replication, and modular, scalable capacity means that Gruppo Tea benefits from all four of those defining criteria of a best practice data protection solution: cost-effectiveness, reliability, fast deployment, and ease of use.

“The most noticeable difference using the NetBackup 5220 Appliance is the cost and time saving. Deduplication and LAN-free backup have enabled Gruppo Tea to reduce the amount of data backed and halve the backup window, from 12 hours to six hours,” says Iori.

**SOLUTIONS AT A GLANCE**

**Key Challenges**
- Lower the backup window from 12+ hours
- Replace complex, redundant Bakbone platform
- Streamline administration time

**Symantec Product**
- Symantec NetBackup 5220 Appliance

**Symantec Partner**
- Sinergy S.p.A. (www.sinergy.it)

**Technology Environment**
- Users: 350
- Hardware: IBM P6, EMC CLARiiON CX480/ Celerra NS480, Overland Neo 4100 library
- Servers: 8 physical IBM/Dell
- Operating systems: Microsoft Windows, AIX, Linux
- Virtualization: VMware SX 4.0 (37 VM servers protected)
- Applications: SAP, VMware, SQL, IBM Domino

**CUSTOMIZED REPORTING, CAPACITY-BASED LICENSING**

The advantages don’t stop at cost savings. By standardizing on the NetBackup 5220 Appliance, Gruppo Tea delivers granular, customized reporting back to the business users to support the charge-back mechanism, capacity-based software licensing, and certified integration with Gruppo Tea’s SAP/AIX, VMware, EMC Celerra, and IBM Domino clients.

“Sinergy’s Symantec Data Protection Master Specialist status made all the difference. We trusted them to choose the appropriate data protection solution and to deploy it—and they delivered on every count.”

Giancarlo Iori
Backup Manager
Gruppo TEA S.p.A.

**BUSINESS VALUE AND TECHNICAL BENEFITS**
- Streamlined data protection administration through easy-to-use, all-in-one appliance-based solution
- Delivered ultra-fast replication and deduplication, lowering amount of data backed up
- Offered pre-configured, built-in support for VMware
- Halved backup window, from 12 hours to six hours, and halved data protection costs
- Introduced high performance, low-risk, certified data protection solution
- Provided granular, customized reporting back to BUs
- Ensured company cost-effectively complies with Italian laws surrounding data protection, retention, and archiving
Wrapped around all of these benefits is the ease of use. Pre-installed with award-winning NetBackup 7 and seamlessly supporting all Gruppo Tea’s platforms and applications, the Symantec appliance began winning the hearts and minds of the IT team the day it was deployed. “The sophisticated administration console is excellent: easy to use, flexible, and you can monitor the live backup situation with very little training,” says Iori.

He leaves his final words for Sinergy. “Sinergy’s Symantec Data Protection Master Specialist status made all the difference. We trusted them to choose the appropriate data protection solution and to deploy it—and they delivered on every count. Through their data protection knowledge, expertise, and insight, Gruppo Tea is now benefiting from fast, easy best-in-class data protection. While the backup window used to cause us all sorts of headaches, we can now concentrate instead on more innovative and agile business-facing tasks.”

“Deduplication and LAN-free backup have enabled Gruppo Tea to significantly reduce the amount of data backed up and halve our backup window, from 12 hours to six hours. We have also halved our costs—simply by incorporating the entire data protection process in an all-in-one, easy to use appliance.”

Giancarlo Iori
Backup Manager
Gruppo TEA S.p.A.