

## Megatone Carsa S.A.

### Streamlining Virtual Backups with Symantec Solutions



To ensure reliable backup and recovery for its new virtual server environment, Megatone's Carsa S.A. business unit chose Veritas NetBackup with the VMware Option. Results include the ability to recover single files or entire virtual machines, threefold faster data backups, a backup success rate over 99 percent, and 100 percent successful data restores. Once Carsa begins using NetBackup in its UNIX environment as well, it will achieve a projected 30 percent reduction in staff administration time devoted to backup and recovery operations.

#### ORGANIZATION PROFILE

Megatone (<http://www.megatone.com.ar>) is a retail chain operating more than 200 stores inside Argentina. Megatone Carsa S.A. is one of Megatone's three business units and has 2,000 employees. Carsa is headquartered in Resistencia.

#### INDUSTRY

Retail

#### SOLUTION

Backup and Recovery

#### Going virtual

Leading Argentine retailer Megatone Carsa S.A. is making investments in improving its IT infrastructure. To increase efficiency, Carsa is consolidating standalone servers in its Resistencia, Argentina data center onto blade servers from IBM using VMware Infrastructure 3 software. "We needed to make better use of our data center space, reduce our power costs, optimize our use of resources, and move to a more flexible environment," says Pablo Soto, IT administrator, Carsa S.A.

"Before virtualization," Soto continues, "we had about 70 physical servers. We now have 50 physical servers and 30 virtual about that is that while our infrastructure has grown, virtualization has allowed us to reduce the amount of hardware we need."

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**Pablo Soto**  
IT Administrator  
Carsa S.A.

#### Selecting an award-winning backup tool

Moving to a virtual environment would change Carsa's approach to data backups. Previously, the company used a different backup tool for each of its various operating systems: Microsoft Windows, Red Hat Enterprise Linux, and UNIX. To back up its Microsoft Windows Server 2000 and 2003 systems, it used ARCserve from Computer Associates. "We needed a backup tool that would accommodate our Windows and Linux servers, and later our UNIX environment, and also be optimized for backing up and restoring virtual servers," says Soto.

Soto was aware that Veritas NetBackup™ for VMware won the Best of VMworld 2007 Gold Award for Data Protection. "Based on user feedback we read on the VMware forums, Veritas NetBackup seemed like a tool that we could trust," he says. "We know our data volume will continue to grow, and we wanted to be able to expand using only one tool for both our virtual and physical environments."

## Using Veritas NetBackup for VMware, Megatone's Carsa S.A. business unit is backing up its data three times faster.

In July 2008, after evaluating a competing product from StorageCraft, Carsa selected Veritas NetBackup as its new standard for backup and recovery of its Windows and Linux servers—both physical and virtual. "NetBackup is the only tool that is efficient enough to accommodate virtualization and the backup of other platforms at the same time," says Soto.

### Threefold faster backups

Part of the new add-on Veritas NetBackup 6.5 Enterprise Client module, NetBackup for VMware provides an alternate client backup technology that delivers enhanced granular recovery capabilities for virtual machines. Based on VMware's Consolidated Backup off-host data protection technology, NetBackup 6.5 builds on and significantly enhances VMware's approach by providing two restore capabilities from one backup.

"Veritas NetBackup for VMware provides excellent integration with VMware Consolidated Backup, and it's very easy to manage and configure," says Soto. "We can restore an entire virtual machine or single files and folders. NetBackup is very fast, and has a surprisingly low impact on our network performance."

A full backup of Carsa's Windows and Linux servers used to take six hours prior to virtualization. Using NetBackup for VMware, it now takes two hours, according to Soto. He expects similar reductions in Carsa's UNIX environment once NetBackup is deployed there.

## SOLUTION AT A GLANCE

### Key Challenges

- Provide reliable data backups for physical and virtual servers
- Shrink backup time
- Reduce administration time for backup and recovery
- Centralize backup administration across various operating systems
- Ensure integration with VMware Consolidated Backup
- Recover individual files and folders without restoring entire virtual machines

### Solution

Backup and recovery solution for virtual and physical servers

### Symantec Products

- Veritas NetBackup™ 6.5 with
  - Agent for Microsoft Exchange Server
  - Agent for Microsoft SQL Server
  - Agent for UNIX
  - VMware Option

### Symantec Services

- Symantec Basic Maintenance Services
- Symantec Education Services

### Technology Environment

- Applications: Microsoft Exchange Server 2007, Microsoft Active Directory, Business Objects, Web server
- Databases: Microsoft SQL Server 2000, 2005; Oracle Database 10g
- Servers: IBM Blade Center HS21 running VMware ESX Server 3.5; various servers running Microsoft Windows Server 2000 and 2003, Red Hat Enterprise Linux, and UNIX; IBM SystemP 550/570 servers running IBM AIXStorage: IBM DS4700
- Tape library: IBM TS3100

### Business Results

- Able to recover single files or entire virtual machines
- Threefold faster data backups for Windows- and Linux-based servers
- Over 99% backup success rate
- 100% recovery success rate
- Projected 30% reduction in backup administration time
- Automated alerts inform IT staff of backup status
- 50% less time required to train staff on backup tools, with more savings anticipated after implementing NetBackup in the UNIX environment
- You can retrieve individual files or complete virtual machines
- Backup data three times faster servers for Windows and Linux
- With a rate of over 99% of successful backup
- 100% success in recovering
- 30% reduction in management time backup plans
- Automated alerts will inform the staff about the status of systems support.
- 50% less time to train staff on the tools of support.

**“NetBackup enables us to centralize backup management. We will be able to reduce backup administration time by as much as 30 percent.”**

**Pablo Soto**  
IT Administrator  
Carsa S.A.

### **Projected 30 percent less staff time devoted to backups**

To back up critical application data, Carsa purchased NetBackup Agents for Microsoft Exchange Server and Microsoft SQL Server. Since using NetBackup, the company has maintained a backup success rate over 99 percent, and has had no problems recovering data.

“NetBackup enables us to centralize backup management, and that has saved us a lot of time,” says Soto. “It’s much better than having several tools. There’s no need to compile statistical information from various tools or train staff on multiple backup applications. Once we start using NetBackup with our UNIX servers, which we plan to do very soon, I estimate we will be able to reduce backup administration time by as much as 30 percent.”

Soto also says that and his entire staff appreciates the automated alerts that NetBackup sends to inform them of backup status.

### **Valuable training and support**

To ensure that its IT staff could begin using NetBackup quickly and get the most value from the product, Carsa sent two engineers to training classes offered by Symantec Education Services. “We’re very happy with the service and training we’ve received from Symantec,” says Soto. “If we had decided to use different backup tools for Windows and Linux, training would have taken twice the time.”

Carsa receives technical support through Symantec Basic Maintenance Services. “Symantec support has been very precise,” says Soto.

Embracing virtualization is allowing Carsa to take a new approach to managing servers, and Soto is happy the company has found a backup tool that works smoothly in the new environment while introducing additional efficiencies.

“Virtualization is prompting us to re-evaluate the paradigms and concepts behind our daily work,” Soto concludes. “Because data backup is one of the most important considerations of any IT infrastructure, it should be one of the critical topics addressed when moving to a virtual environment. Veritas NetBackup for VMware gives us the flexibility that we need.”