

Save

Success Story

SENTOSA LEISURE GROUP

Singapore's Overseer of Island Resort Development, Management and Promotion Achieves Astounding Backup and Recovery Reduction and Return on Investment with REO VTL

Challenges

- Managing exponential storage growth and the need for additional manpower and resources with limited resources.
- 30 servers, 30 tapes per day had to be changed manually per backup job.
- Lengthy, unreliable backups couple with lengthy restore time for critical files
- High administrative overhead cost on data protection process management

The Solution

REO™ 9000 and REO™ 4000

Benefits

- Storing 6TB of data with reduced backup window by 30 to 50%
- Improved operational efficiencies and reduced man-hours

Located on the southern tip of bustling Singapore, Sentosa Island is a sprawling 500-hectare leisure destination featuring a unique plethora of theme attractions, beachfront accommodation, dining options, historical enclaves, nature trails, award-winning spa retreats, lush secondary rainforest, white sandy beaches, two championship golf courses, deep-water yachting marina and prestigious residences. Opened in 1972, Sentosa welcomes over 5 million visitors yearly.

"Overland Storage listened and understood our needs. They organized seminars that enabled us to learn about disk based appliances and the growing popularity of VTL."

Mr Mohd Taufiq Md Daros
Manager, Information Technology
Sentosa Leisure Group

Sentosa Leisure Group (SLG) oversees the property investment, management and the strategic development of this resort island.

With such an expansive portfolio, and with regional competition hotting up for the tourist dollar, SLG IT department has a crucial role in supporting SLG's short- and long-term business goals. One of the IT department's many priorities is to ensure

24x7 uptime in order not to impact the business and operation of SLG and all its departments.

According to Mr Mohd Taufiq Md Daros, Manager, Information Technology, "While we value innovation, we believe in strong fundamentals like maintaining uptime for accessibility to data and applications and security, as well as maximizing efficiencies and costs. We are open to new technologies and ideas, and proactive in evaluating IT strategies that will enable SLG to improve overall business efficiencies.

"With limited resources we leverage our partners to help us manage our growing technology requirements and keep us abreast of new trends and technologies."

The Challenge

With the fast pace of business growth, the IT department faced a multitude of challenges. It juggled exponential storage growth and the need for additional manpower and resources, while grappling with limited resources and goals to achieve operational efficiencies. Furthermore, it was operating in an environment of disparate data, heterogeneous hardware and software and annual storage growth of 20%.

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Mr Taufiq recounted, "Backups were done manually, individually and done separately. It was labor-intensive and tedious. Imagine, 30 servers, 30 tapes per day that had to be changed manually to complete a backup job. Some even require more than one tape per backup cycle."

"Where data protection was concerned, we faced many problems like lengthy and unreliable backups, unacceptable length of time to restore critical files, and high administrative overhead costs on managing the process.

"We found tapes to be troublesome. There were just too many different standards and format of tape drives and media. We were unable to have a centralized platform for backing up data."

The Solution

The rapid growth of corporate data, the need for corporate governance of data coupled with the necessity to meet the company's business continuity objectives means an urgent need for a solution to facilitate fast backup and recovery. SLG looked for a disk-based backup and recovery solution to enable a centralized backup strategy to be developed; reduce its current backup window period and manpower for backup; accelerate file restores; and reduce administrative effort and costs.

SLG wanted a disk-based solution for D2D2T (Disk to Disk to Tape) data protection. In short, an easy to operate, simple to set-up and install, plug-and-play appliance. It should

be cutting-edge technology, provide centralized backup, affordable, and it should not disrupt the existing IT and storage infrastructure.

SLG picked Overland Storage's REO 9000 and 4000 after a thorough review of all available solutions. Mr Taufiq shared, "Our selection was based on a list of criteria -- price, performance, capacity, reliability, ease of use, support, vendor reputation, and more."

Mr Philippe Cazaubon, VP, APAC Sales said, "As a trusted advisor, it's important that we first understand what our customers need. In the case of SLG, the REOs met all of SLG's requirements including fast backup and recovery via VTL (virtual tape library) and cost-effectiveness. REO after all, has earned a reputation as the leading disk-based appliance with over 6,000 units sold worldwide, and has garnered awards worldwide.

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Mr Taufiq added, "Configuring and setting up the REO appliance was seamless and a breeze. Performance is instantaneous. The technical staff are happy now that they do not have to handle massive amount of tapes. We can also control REO

remotely. With REO, we do not require additional manpower despite growing demand for data storage."

The Benefits

According to SLG, the REO 9000 and 4000 came up as the best-in-class solution as they delivered cost effectiveness, and they were easy to set up and rich in features. Implementation took just one week, and more importantly, without any interruption to existing IT infrastructure.

The REOs currently store 6TB of data and has reduced backup window by an astounding 30 to 50%. The solution addressed all of SLG's backup and recovery pain points.

As a vendor, SLG gives Overland Storage high marks. Mr Taufiq said, "Overland Storage listened and understood our needs. They organized seminars that enabled us to learn about disk based appliances and the growing popularity of VTL."

"As a preferred vendor, they helped to educate us on the benefits of a D2D2T solution. With the implementation of the REOs we have improved our operational efficiencies and reduced man-hours. With these savings, we are able to spend our time on other important projects."

About Overland Storage

Overland Storage offers the most complete set of smart, affordable data protection appliances that ensure data is constantly protected, readily available and always there. Overland Storage brings enterprise-class capabilities to mid-range customers through affordable and reliable solutions that reduce the backup window, improve data recovery speed, simplify short- and long-term data retention and make cost-effective disaster recovery a reality for all. Overland products include award-winning NEO SERIES® and ARCVault™ tape libraries, REO SERIES® disk-based backup appliances with VTL capabilities, and ULTAMUS™ RAID high-performance, high-density storage. For more information, visit www.overlandstorage.com.

Footnote : At the moment, we do not use VTL feature yet. The Overland REOs are currently used as basic disk for staging to tape.



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