



LVMH GROUP - MOËT HENNESSY INFORMATION SERVICES

SUCCESS STORY

World's leading luxury goods company puts its trust in Overland Storage upgradeable backup solutions

BACKGROUND

LVMH Group, the world's leading luxury goods company, possesses a unique portfolio of some 60 prestigious brands in five different sectors: Wines & Spirits, Fashion & Leather Goods, Perfumes & Cosmetics, Watches & Jewelry, and Selective Retailing.

Moët Hennessy Information Services (MHIS) was founded in 2000 following the decision by LVMH to build synergies across the group's business divisions. MHIS is dedicated to providing global IT competencies and shared resources to all units in the company's Wines & Spirits division.

With global 2001 sales of 50 million bottles of Champagne, 40 million bottles of Cognac, and earnings of more than 2 billion Euros, LVMH's Wines & Spirits division is the world leader in these two drinks segments. It owns brands such as Moët & Chandon, Dom Pérignon, Hennessy, and Veuve Clicquot Ponsardin.

The MHIS IT center services all businesses in the group with a workforce of more than 70 people in Epernay, France and a team in charge of Windows servers and client stations in each site. Their role is to optimize and standardize IT methods, operations and infrastructures across the whole division, covering some 2,000 work stations.

CHALLENGE

Starting in early 2002, a year after MHIS became operational, the unit began to audit the division's information management and protection infrastructure.

"Before MHIS came into existence, resources were developed by local IT departments, each working independently of the others," says Jean-Paul Mesmann, head of IT services at MHIS. "This meant a mix of different methods and a very uneven level of computing infrastructure."

During the second half of the year it was therefore decided to standardize and upgrade data protection technologies and procedures in the four units of Moët & Chandon, Veuve Clicquot, the MHUDV distribution subsidiary, and the division's central management.

To make data secure, harmonize the technologies used, address the growing demand for more data volume, and solve problems inherent to the backup process (such as manipulation errors and lengthy processing times), MHIS suggested deploying new data backup solutions. The IT center then called on A2P, specialized integrator for storage and backup services, well known in the market for its strong skills in Legato's NetWorker software and specialized in storage/backup architectures.

> *"This solution has enabled us to reduce risks to a minimum by installing an industrial-strength, reliable backup solution."*

- Jean-Paul Mesmann
IT Services, MHIS



SOLUTION

MHIS' needs for its four individual units were clearly defined. The solutions needed to be: automated to simplify backup administration and maximally reduce cartridge handling, administered by a central server to enable the systems to be supervised wherever they were in the unit, able to create clones to make data secure by storing cartridges outside the operating site, autonomous, compatible with Networker software and the DLT tape technology already in use in the company, integrated with existing SAN architectures, and able to show a competitive quality/price ratio.

Because the company's data volume rises by 15 percent a year at Veuve Clicquot, and more than 50 percent for the Wines & Spirits division as a whole, the solution had to be open and also needed to fit the daily backup window specification, between 10 p.m. and 7 a.m.

At the Moët et Chandon site, A2P installed a SAN configuration, including a Neo Series 2000 library with two SDLT220 drives, MSA 1000 bay, and Legato's Networker backup software.

In the MHUDV (Moët Hennessy product distribution) site, they installed a Neo Series 2000 library with two SDLT220 drives and Legato's Networker backup software.

In the Veuve Clicquot Ponsardin site, a SAN configuration was installed, including a Neo series 2000 library with two SDLT220 drives, an IBM Fast T200 bay, and Legato's Networker backup software.

Finally, at the Division Management site, A2P installed a 15-slot PowerLoader with two SDLT drives and Legato's Networker backup software.

RESULTS

Thanks to Overland Storage and A2P, MHIS now experiences better system stability, performance and availability. They have achieved time gains on administrating backups, and now have simpler backup management and centralization of remote problem detection. MHIS can now offer truly global service, including the roll-out and transfer of competencies to MHIS employees.

By providing training to local administrators, A2P enabled rapid, effective mastery of the solution at all levels. MHIS did not need to produce a mock-up of the solution, since managing Overland libraries with Networker was extremely intuitive.

"We are fully satisfied with response and restore times. A2P constantly transferred competency to our people, which meant that the integrator's own maintenance and support teams were not much used. Today, they are responding more to requests for information than for event resolution. Although it is never easy to put a figure on ROI in situations like this, this solution has enabled us to reduce risks to a minimum by installing an industrial-strength, reliable backup solution that reassures all the recently equipped MHIS clients." said Mesmann.

WORLDWIDE HEADQUARTERS

4820 Overland Avenue
San Diego, CA 92123 USA
TEL 1-800-729-8725
1-858-571-5555
FAX 1-858-571-3664
EMAIL sales@overlandstorage.com

UNITED KINGDOM (EMEA OFFICE)

Overland House, Ashville Way
Wokingham, Berkshire
RG41 2PL England
TEL +44 (0) 118-9898000
FAX +44 (0) 118-9891897
EMAIL europe@overlandstorage.com

FRANCE OFFICE

13 rue Camille Desmoulins
92441 Issy les Moulineaux Cedex
France
TEL +33 (0) 1 58042550
FAX +33 (0) 1 58042636
EMAIL europe@overlandstorage.com

GERMANY OFFICE

Humboldtstr. 12
85609 Dornach Germany
TEL +49-89-94490-214
FAX +49-89-94490-414
EMAIL europe@overlandstorage.com

ASIA PACIFIC REP. OFFICE

30 Robertson Quay, #02-10
Singapore, 238251
TEL 65-6839-3510
FAX 65-6738-3008
EMAIL asia@overlandstorage.com

WWW.OVERLANDSTORAGE.COM