



# TECHNIKER KRANKENKASSE

## SUCCESS STORY

*Health insurance company uses LoaderXpress™ to automate data backup in over 200 branches*

### BACKGROUND

The Techniker Krankenkasse (TK) was formed in 1884 and is a health insurance institution providing consulting, financial planning and services for 3.4 million members in technical and technically oriented professions and industries. The Hamburg-based company merged with the Gärtner Krankenkasse in January 2000 and currently has just under 10,000 employees in 222 branches. As a result of the fusion, not only the number of employees grew, but also the data volume and data growth in the branches. A new data backup strategy thus became unavoidable..

### CHALLENGE

Originally, data in every branch office was backed up onto DDS tapes which were changed manually every day. With an estimated annual data growth of 30 percent, the capacity of the tapes was reached more and more quickly. In addition, the time and administration involved and the risk of inserting the wrong tape was high. One employee was responsible for the daily backup of the data and changing the tapes. In order to rule out the risk of wrong or forgotten backups, the TK opted for the automation of the backup. The supposed higher costs are all relative when the costs of inefficient

data backup resulting from loss of data, employee overtime or drops in productivity are taken into account.

The IT managers of the TK put together an overview of solutions from various manufacturers and carried out detailed tests. The company tested automated solutions with a high storage density and which could keep up with the annual growth rate as well as offering remote management. After a six-month test period, the Krankenkasse chose Overland Storage's LoaderXpress.

### SOLUTION

The autoloader is equipped with one DLT1 drive, contains a removable magazine with 10 cassettes and provides a compressed storage capacity of 800 gigabytes with a transfer rate of 21.6 gigabytes per second. "LoaderXpress convinced us with its solid processing and extreme ease of use. Because of the robust robotics, the loader ran absolutely reliably during the test period. The combination with a DLT1 drive offered the best value for money," explains Patrick Agsten, the TK's data centre spokesperson.

The installation in the branches was carried out by CC CompuNet; the TK's in-house supplier and one of Overland's distribution partners. Markus Bönig, Account Manager with responsibility for

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Data Center Spokesman,  
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Account Manager,  
CC CompuNet

the TK, explains, "For us, Overland is not only an important player in the library market but also a manufacturer with exceptional services and high quality products. During the entire rollout, qualified experts from Overland were available at all times."

The branch offices environment consists of one server under Novell NetWare 4.11 with a backup volume of around 20 gigabytes. The data that is backed up by LoaderXpress are communication data based on Lotus Notes and text files. The active data of each branch office - around 10 percent of the total volume - is backed up daily using Computer Associates' backup software ArcServe. A full backup of the complete data volume occurs once a week.

Each branch office and autoloader has two magazines, each containing nine backup cartridges and one cleaning cartridge. The magazines are swapped round weekly. The cartridge magazine currently not in use is kept in a secure place away from the branch office. The TK can thus ensure that the data on the tapes of this magazine can be restored in the event of a catastrophe.

## RESULTS

The TK deploys 200 LoaderXpress. The backup process now runs automatically without administrative intervention. When a tape is full, it is automatically swapped within the cartridge magazine. Because of the generous capacity of the autoloader, the backup is guaranteed, even in the case of future growth. In each branch office, one employee is responsible for the weekly changing of the magazines. This is also the point of contact for restores, should the data have to be recovered. Using backup software, the IT managers in the headquarters' data centre can keep a constant watch on the status of each autoloader. Should there be any disruptions, the system would automatically send a warning message to this effect. Backup problems can usually also be solved remotely.

Patrick Agsten sums up, "We are more than happy with our decision to automate the backup in the branch offices using LoaderXpress. All loaders work reliably and error-free. Apart from the weekly swapping of the magazines, the systems run without any intervention by our staff and provide a high standard of data security."

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