



SHAMROCK FOODS

SUCCESS STORY

Leading food and dairy distributor uses the Neo Series™ tape library to keep vital records from perishing

> *"We have no operational problems and we have not missed a backup since we went live (with the Neo Series)."*

- *Ambrose Earle
Mgr, Technical Svcs
Shamrock Foods*

BACKGROUND

Shamrock Foods is a Phoenix-based food service distributor with a product line that spans eleven categories, ranging from frozen foods to fresh meats. In addition, the company produces and distributes dairy products to the grocery industry in ten Midwestern and Southwestern states. With more than \$1 billion in sales, Shamrock Foods is the ninth largest food distributor in the U.S.

One of the company's operations requirements is to ship every order the day after the order is received. In any given day, Shamrock Foods ships about 150,000 cases from warehouses in Denver and Phoenix, generating a significant amount of data. Shamrock keeps all data related to those shipments online for six months. Data Warehousing information is kept an additional three years, while invoice details are kept on-line for seven years.

CHALLENGE

With the growth in IT needs and services, the company was faced with a problem of backing up the records of all of these transactions. Shamrock's method for backing up data involved standalone DLT7000 tape drives connected to each server. With this decentralized backup approach, the company was encountering the typical problems of missed backups. In addition, the company was having trouble cataloging and tracking data by source as well as by cartridge. Another problem with decentralized backups concerns the fact that applications can sometimes require data that is spread over multiple servers. As a result, restoring the application requires restoring all the

involved servers. With 5 Novell Servers, 45 NT servers and 12 UNIX servers, the potential for losing/missing backups was significant.

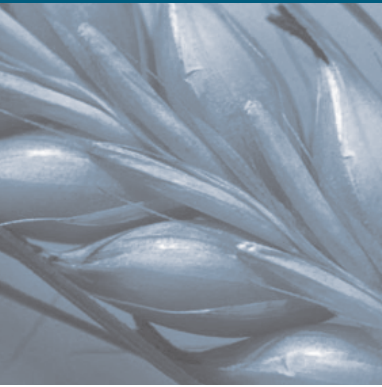
"It was crazy," recalled Ambrose Earle, Manager of Technical Services. "We had over 70 individual tape drives doing backups. The management of those drives, backup schedules, and tapes was making our life very difficult and risking corporate data loss due to missed backups—something we had to correct."

SOLUTION

Earle and Bryan West, Supervisor of NT Administration, undertook the project to find a solution to the backup problems. While the problem was severe, so were the budget restrictions.

Earle and West studied various backup alternatives before deciding that a SAN or NAS environment with a tape library was the best solution. To keep the cost of Gig-E and/or Fibre cards down, they decided to reduce the number of servers. Through replacement and consolidation, Earle reduced the Unix servers to eight and West reduced the number of NT servers to 25.

In the end, Shamrock Foods decided to seek network attached storage and a tape library that not only met the capacity requirement but also offered speed, compatibility, modularity, expandability, and easy maintenance. They chose Overland Data Neo Series 2000—an expandable library that can grow from 1TB to 24 TB native just by adding new modules. Based on their requirements, Shamrock Foods ordered a three-module



Neo Series equipped with six SuperDLT tape drives. Earle and West gave four reasons why they chose the Neo Series:

Speed: At 40 GB/Hr per drive, the SuperDLT drives delivered the speed needed to stay within the backup window and still provide dependable, scheduled backups.

Compatibility: The SuperDLT drive can read the older backup tapes which were written on DLT7000 drives. This eliminates the dependency on maintaining the old drives.

Expandability/Modularity: The Neo Series can grow by 167 percent over the current capacity. That current capacity supports 13 backups plus month-end backups all of which means that Shamrock Foods won't have to expand their library for quite some time. The Neo Series 2000 provides 26 SuperDLT slots in one module and up to eight modules can be installed resulting in one contiguous library. With up to two tape drives in each module, the Neo Series 2000 can be expanded to 208 slots and 16 drives all in one virtual library.

Maintainability: Like all Neo Series customers, Shamrock Foods received one year of On-Site Maintenance for its library without charge. In addition Shamrock operators can easily remove any questionable component and send it back to Overland under the company's three-year XchangeNow program. With Live Swap drives, hot swap power supplies and rear accessible interface cards, the Neo Series clearly met Shamrock Foods demand for a library that was easy to maintain.

RESULTS

The backups on the DLT7000 drives previously consumed over 70 tape cartridges per day. With the new Neo Series 2000 each day the total of all backups consumes just four Super DLT1 cartridges. A part of the daily backups are conducted from the network attached storage device which creates a snapshot of the data and then transfers it over a Fibre Channel network to the Neo Series library. The remaining portion of the backups actually go across the network to a NetVault SmartClient which is also connected by Fibre Channel to the Neo Series 2000 library. In all, more than 750 GB of data gets backed up daily. The new SuperDLT tape drives can move data at 40 GBytes/hour (native) and more compared to the previous DLT7000 running at 18 GBytes/hour. According to Earle, "We have no operational problems and we have not missed a backup since we went live."

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

126 rue Gallieni
92643 Boulogne Cedex France
TEL +33 (0) 1 55 19 23 93
FAX +33 (0) 1 55 19 25 02
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