CUSTOMER SUCCESS

Bilcare Ltd.

Shrinking Backup Data by More Than 90 Percent with Solutions from Symantec

Bilcare is a full-service pharmaceutical development company headquartered in Pune, India, with offices and manufacturing facilities spread across 4 continents in the globe. To centralize data protection and enable efficient, WAN-based backups from remote locations, it turned to solutions from Symantec. Results include a 91 to 94 percent reduction in overall backup data with deduplication and compression, sixfold faster recoveries with disk-to-disk backups, a twofold improvement in backup and restore success rates, and a 96 percent reduction in storage management time.

Honing a competitive edge through smart IT investments

Like most technology-driven industries, the pharmaceutical industry changes at the speed of innovation, and rewards companies that are able to bring new products to market quickly. Lately, Indian companies have been doing a lot of that innovation. Already considered a world leader in pharmaceutical development, India is expected to add $5 to $15 billion in annual pharmaceutical sales to its economy by 2013.[1]

Bilcare has been partnering with the global pharmaceutical & healthcare industry to deliver innovative solutions that help reform the speed and quality of drug discovery, protect brands and ensure the authenticity and efficacy of drugs delivered to patients. We have accomplished this by combining advanced technologies, innovation, and a caring tradition. The business line of the company includes Pharma Packaging & Innovation, Global Clinical Supplies and Bilcare Technology with its unique nonClonableID™ track-n-trace, identification and on line authentication of products as they move along the supply chain or across stakeholders, thereby ensuring brand protection and anti-counterfeiting solutions.

ORGANIZATION PROFILE

Website: www.bilcare.com

Industry: Healthcare, ID & Authentication Technology/ Pharmaceuticals

Headquarters: Pune, India

Employees: 500

SYMANTEC SOLUTIONS

Data Protection

Why Symantec?

· Centrally managed, deduplicated remote office backups

· Supports heterogeneous server environment

· No degradation in network performance during backups

Centralizing data protection across operating systems and locations

By 2008, one change was long overdue. With research and manufacturing facilities in India, Singapore, the UK, and the United States, and additional offices in some 30 countries worldwide, Bilcare's decentralized approach to data protection was no longer effective.

"Our business pain was quality and consistency of backups," explains Singh. "With the existing backup solution product, client machines would take a considerable performance hit during backups, and users were able to cancel the backups through the client interface—which they often did. So we couldn't be sure the backups were complete or consistent."

Even when backups completed as scheduled, attempts to restore data often failed. "Recovery was a very tedious process," says Singh. "Our backup and restore success rates were under 50 percent."

Bilcare wanted a tool that would not only solve its immediate challenges, but also enable efficient disk-to-disk backup and allow the company to unite data protection by sending deduplicated backup data over the WAN. The solution had to work seamlessly with both Microsoft Windows and Red Hat Linux-based servers.

Bilcare then turned to Symantec NetBackup™ with Symantec NetBackup PureDisk™ to provide bandwidth-optimized backup and recovery at five major remote sites and improve storage utilization at Bilcare's Pune data center. "Symantec assisted with a proof of concept to make sure our requirements were met, which helped us decide with confidence that the combination of Symantec NetBackup and NetBackup PureDisk was the right solution for us," says Singh. "We could see very quickly that the bandwidth optimization and throttling would offer tremendous benefits."

SOLUTIONS AT A GLANCE

Key Challenges

- Protect critical data while maintaining availability
- Minimize the amount of backup data sent over the WAN
- Reclaim IT staff time devoted to managing backups

Symantec Products

- Symantec NetBackup™ with
  - NetBackup PureDisk™ deduplication engine
  - NetBackup Microsoft SQL Server Agent
  - NetBackup Desktop and Laptop Option

Symantec Services

- Symantec Essential Support Services

Symantec Partner

- Computer Technology Pvt. Ltd. (ctpl.co.in)

Technology Environment

- Server platform: Dell PowerEdge servers running Microsoft Windows Server 2003, 2008; Red Hat Enterprise Linux; Xen hypervisor
- Applications: Microsoft Exchange Server 2003;.SAP
- Database: Microsoft SQL Server 2005/2008
- Storage: Dell/EMC SAN
- Tape library: Dell PowerVault

BUSINESS RESULTS AND TECHNICAL BENEFITS

- 91-94% data reduction with deduplication and compression
- Sixfold faster recoveries (less than one hour vs. six hours)
- Twofold improvement in backup and restore success rates
- Fourfold faster bare-metal server recovery
- 96% reduction in storage management time

91-94 percent data reduction with deduplication and compression

Backup data from remote locations is now deduplicated and compressed locally, then transferred over the WAN to a central PureDisk server in Pune. Data from the local servers in Pune is also transferred to the central PureDisk server, which compresses and deduplicates the entire data store, allowing Bilcare to store more backup data per terabyte of disk space and use less capacity when backing the data up to tape for disaster recovery purposes.

> "With the deduplication and compression features of NetBackup PureDisk, we're seeing an overall reduction of 91 to 94 percent in the amount of data we have to back up and send over the WAN."
>
> **Manjeet Singh**
> Head of Information Technology
> **Bilcare Ltd.**

"With the deduplication and compression features of NetBackup PureDisk, we're seeing an overall reduction of 91 to 94 percent in the amount of data we have to back up and send over the WAN," says Singh. "And it's particularly effective with some of our most important applications and databases. Our Exchange database went from 72 gigabytes of backup data down to 8 gigabytes. Our Microsoft SQL Server backup volume decreased by 97 percent, and the file server went down by 99 percent."

Because backup data is now sitting on disk in the Pune data center, Bilcare is benefitting from much faster, more reliable recoveries, since recovering an offsite tape is no longer required.

"Prior to NetBackup, it was taking around six hours for IT to respond to a recovery request," says Singh. "Now we can respond quickly, and have the data back to the user in less than an hour. Both the backup and the recovery success rates have been over 95 percent with NetBackup, which means it's been twice as reliable over the existing solution. And NetBackup is extremely user friendly—it does not require any major training, so any IT employee can easily work with it."

Fourfold faster server recovery from bare metal

NetBackup Microsoft SQL Server Agent allows Bilcare to perform hot, non-disruptive backups of SQL Server data, while NetBackup Desktop and Laptop Option ensures that data on desktops and laptops is protected, whether those computers are on- or offline. "Users no longer have the ability to cancel the backups, but it's not an issue now anyway because we do not experience any degradation in client or network performance with NetBackup and PureDisk," says Singh.

Bare-metal restore functionality, now included in the standard NetBackup client license, provides all the files and services necessary to perform system recovery, including the ability to perform diskless network booting, temporary operating system installation, and disk configuration. "We can restore a server in less than an hour now, instead of spending four to five hours rebuilding manually," says Singh.

Reducing storage management time by 96 percent

Managing data protection is now much easier for Bilcare's IT department. Previously, each of the six data centers required a local employee to spend around 15 hours a week managing backups. Now, one employee spends three to four hours a week administering NetBackup and PureDisk from the Pune data center. "We've reduced 90 hours a week of storage management time down to three or four hours," says Singh. "And those IT employees are now free to work on projects that will create value for our company, such as virtualization and several other projects."

If a problem arises with the software, Bilcare can turn to round-the-clock Symantec Essential Support Services. "We trust Symantec to keep things running smoothly, and they respond very quickly to our requests. With our data growing at around 50 percent annually, it's important to know that we're in good hands." says Singh.

[1] Source: Emerging economies represent 'pharmerging' pharma markets, http://www.healthcare-packaging.com/archives/2010/03/emerging_economies_represent_p.php