



CUSTOMER  
SUCCESS



**Biotechnology  
company  
lowers costs  
and increases  
reliability of  
data protection  
by swapping  
Legato  
Networker for  
BakBone  
NetVault™**

**FAST FACTS**

**Challenge**

*Biotechnology company manages costs while keeping operating costs to a minimum*

**Application**

*Protecting mixed environment including Oracle and MS SQL databases, Exchange and Lotus Notes mail servers.*

**Solution**

*NetVault Enterprise edition, StorageTek L700 library equipped with DLT drives, APMs and SmartClients, Virtual Disk Library, VaultDR*

**Operating System:**

*Solaris, Irix, Linux and Windows*

“NetVault meets all our important product criteria – user-friendliness, good functionality and low TCO.”

— Petra Tesch, manager of computer operations, Biovitrum.

**The Company**

Specialising in the research and development of small molecule drugs, process development and the manufacture of recombinant protein drugs, Biovitrum is one of Europe’s largest biotechnology companies. Working together with smaller and larger pharmaceutical companies, the Swedish company is responsible for the design and development of various drugs and plays an important role in bringing them to market.

For any company, the need to keep operating costs to a minimum is key. However, for a biotechnology company, the requirements are twofold: not only do operating costs need to be kept under control, the success of the business is also heavily dependent on keeping all research data protected. With the success of any drug based largely on the amount of work that has gone in to the product, the pharmaceutical company’s reliance on months and years of research and development makes high availability of systems and data a top priority. Downtime or data loss would impact not only Biovitrum’s competitive edge but, potentially, would put the very existence of the company on the line.

**The Challenge**

Previously, Biovitrum was safeguarding critical research data from Oracle databases on two separate systems, one Unix-based backup server and one Windows-based backup server. Both backup servers were writing directly to separate tape drives and were set up to protect data using different routines. This was due to the fact that different departments were previously responsible for the different

systems. Over time, things have changed as Petra Tesch, manager of computer operations at Biovitrum explains. “In order to reduce costs and increase efficiency levels, we decided to consolidate the two environments. This involved centralising the backup server on Windows, implementing a larger tape library and then tuning the complete setup. We decided to make the changes in a structured way in order to avoid any confusion and to ensure that we understood where we had bottlenecks in the current system.”

Once their systems merger was complete, they then decided to investigate deploying a storage area network (SAN) so that they could safeguard their most critical data sets in the most efficient way. However, it was then that they discovered their biggest bottleneck of all. “We had been using Legato Networker although we knew that the ongoing costs for the software were increasing,” continues Petra Tesch. “When we looked at deploying Networker in a SAN, we realised immediately that Networker licence costs would be far too high. One of our business challenges is consistently to reduce our costs. Staying with Networker would have swallowed up our IT budget and we just weren’t prepared to let that happen. When we learned that they was another solution on the market that could protect our data and as a result of its functionality and ease-of-use, actually help drive down our day-to-day operating costs associated with keeping our research data online and safe, the decision to switch was easy. We decided to go with NetVault software BakBone.”

**The Solution: NetVault**

Having conducted extensive tests on a wide range of solutions, Biovitrum chose BakBone NetVault based on built-in product functionality and the NetVault’s intuitiveness. “The first thing that we noticed was how easy it was to set up NetVault and set up backup and recovery jobs,” explains Petra Tesch. “Legato Networker proved very time-consuming to handle; it would

take an inordinate amount of time to get the product to back up and recover data in line with our recovery point objectives. Not so with NetVault. We found that NetVault was able to respond exactly to our requirements and not the other way around.” As a result, Biovitrum was able to significantly cut backup administration time while drastically reducing associated costs. “NetVault is a very stable product which means that we don’t have to engage support organisations or seek professional services in order to get the product working. Furthermore, the interface is extremely straightforward to use,” explains Petra Tesch. “This translates into a direct cost-savings for the department.”

Biovitrum also welcomed the extended features of NetVault including the graphical reporting tool that comes as standard in the product. “Such modules are usually an expensive bolt-on to the base licence. However with NetVault, advanced features such as NetVault’s reporting tool are offered in the base product, so we have saved even more on our bottom line. This has been especially helpful with our recently-adopted chargeback services for internal departments. We can quickly run a report on what data sets have been protected and for whom and charge accordingly. This would have taken a lot of hard work with our previous solution, but with NetVault it is easy. We simply take one of the 29 report templates that come as standard in the product and customise it to fit our needs.” And, with the several notification functions including emails standard in NetVault, Biovitrum’s IT department receive the HTML report in their inbox every morning which allows them to see what was backed up overnight and if there were any issues.

Biovitrum is also using the virtual disk library (VDL) feature of BakBone NetVault which allows them to speed up the entire backup and recovery process. By using a 3.5 terabyte-sized library, the company can quickly back up heavy data loads to disk before migrating the data off to the physical library for long-term storage purposes. In addition to leveraging

NetVault VDL as part of its disk-to-disk-to-tape-based strategy, Biovitrum has complemented its data protection strategy with an added level of disaster recovery by using NetVault’s VaultDR solution. Active in the biotechnology arena, Biovitrum is required by government agencies including the Food and Drug Administration to document and thoroughly test all internal systems and processes before putting a drug into a live working environment. Using VaultDR, Biovitrum can take a system image of each machine and test all installations and systems before going live. As a consequence, Biovitrum has been able to test systems and then restore them to their original state. “There is a lot of legislation that requires all our systems to be in perfect order,” continues Petra Tesch. “Using VaultDR ensures that we can put our machines through a rigorous testing process.”

“In summary, NetVault meets all our important product criteria – user-friendliness, good functionality and low TCO,” explains Petra Tesch. “It is a comprehensive solution yet it is not complicated to use. Indeed, there is a certain finesse about the product’s design. And, just as important to us was the knowledge that CSS Nordic AB, a BakBone platinum reseller partner, had as deep an understanding of the product as those at BakBone as well as a willingness to provide us with solid local assistance.”

#### The Future

Currently, Biovitrum is backing up over 60 servers with mixed operating systems using a HP SAN and a StorageTek L700 library that contains DLT media. However, as Biovitrum continues its success, this setup is due to grow even more. “We are poised for further growth and we are well protected to meet the demands of a bigger IT environment now that we have NetVault,” ends Petra Tesch. “It’s nice to know that as our IT environment grows in size, the costs associated with safeguarding that environment will remain largely stable. This is a situation that all IT managers want to be in.”



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