

CLIENT: VERITAS Software
PROJECT: Case study
COPYWRITER: Mark Marinovich



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Wacker Chemical Corporation

"VERITAS NetBackup and VERITAS Storage Replicator have decreased our administrative effort greatly because we now have everything on one console and one server. It's an integrated system. All the backups happen in one place."

Jim Schacht, Systems Engineer, Wacker Chemical Corporation

Company Profile

- Based in Adrian, Michigan
- Global leader in silane and silicone products
- A division of Wacker of Munich, Germany, with sales offices and production sites worldwide

Business Needs

- Business continuance
- Disaster recovery
- Protection of intellectual data
- Centralized administration of tape library system and backup processes

Environment

- OS: Windows 2000 and NT, SuSe Linux, Network Appliance
- Applications: Microsoft Exchange
- Servers: IBM, Compaq
- Storage: Storage Tek I180
- Databases: MS SOL, Oracle, Domino
- Terabytes: 1.2 at Adrian, MI
- Over 1 00 sites worldwide

Products Used

- VERITAS NetBackup DataCenter
- VERITAS Storage Replicator

Business Benefits

- Easier administration
- Enhance network support levels
Level of support

The Situation

Wacker Chemical Corporation is a leading silane and silicone producer with sales offices and production sites worldwide. The company's products are used in a diverse range of industries including automotive, construction, chemical, electrical engineering, electronics, cosmetics, textiles, paper, metal processing, and mechanical engineering.

Wacker Chemical Corporation's home office in Adrian, Michigan has 600 users, supported by a dedicated gigabit backup V-LAN for its high-volume servers; low and normal volume servers use a regular data V-LAN for backup. Systems Engineer Jim Schacht says the company previously used "a number of small independent installations" for data backup and wanted to centralize administration of tape library systems. Five different tape arrays were attached to five different servers and consoles. "Even though we have about 600 users here it was almost a full-time job just to manage the backups," explains Schacht. "It was just a lot of work to maintain and test problems with backups and check success."

"Additionally, we needed a storage solution that we could manage from Adrian for many of our remote sites, one that wouldn't take up a lot of our WAN bandwidth," continues Schacht. "We were relying on non-technical people, including high-level managers with no IT training, to run the backup software, verify it, change out the tapes and so forth."

Schacht says the previous backup software vendor's technical support was also problematic. "I felt technicians were not very well educated about our product, it was difficult to contact them, and they didn't have good follow-through."

Wacker Chemical Corporation retained a hardware and software consulting firm to research backup software solutions. "And that led to VERITAS," says Schacht.

The Solution

The consulting firm quickly pointed to VERITAS to resolve Wacker Chemical Corporation's data backup challenges based on its positive experiences with VERITAS software products. "They have quite a few installations and great experience with different backup products," says Schacht.



The consulting firm recommended VERITAS NetBackup DataCenter, offering data protection from a central point of control for small to midsize heterogeneous environments, and VERITAS Storage Replicator for replicating data to a backup server at a centralized location to eliminate the need for tape libraries at all the remote locations and provide the ability to manage the entire backup process from the centralized site.

The Success

The benefits were almost immediate. Two months after Wacker deployed VERITAS NetBackup DataCenter and Storage Replicator the company experienced a disaster in its Exchange environment. "We were getting ready to start a large project and a server crashed," relates Schacht. "We had a database that was way beyond the size Microsoft recommends for good manageability- 80 gigabytes. Usually you want to keep it down around 20. This was our first restoration after we installed VERITAS software, and there was no way to recover our data except doing a tape restore. The VERITAS products came through with flying colors. We were down for one day and that was just because of the massive amount of data. Plus we had to complete several tasks before we even started the restore. But we didn't lose one iota of data. It could have been catastrophic." •

Schacht says VERITAS Storage Replicator has been highly reliable and requires minimal maintenance. "We didn't reduce staff, but we sleep better knowing our data is being backed up properly. And we've freed-up managers to do their jobs rather than worry about IT solutions."

Schacht adds that VERITAS technical support also represents a dramatic improvement. "VERITAS support technicians always exceed the response time of our support agreement. We usually get an engineer or technician immediately. And a lot of the time I can access the knowledge base online and get the answers I need without having to talk to support." He adds that the Wacker Group in Munich, Germany, Wacker Chemical Corporation's parent company, recently decided to use VERITAS Backup Exec Network Storage Executive for its worldwide active directory. Schacht says a decision was recently made to purchase VERITAS NetBackup Professional for backing up mobile PCs at the Adrian site, and will be extended to locations worldwide if the trial period is successful.

The Wacker Group currently has over 100 sites worldwide including the Munich office and a large silicon wafer production facility in Portland, Oregon that has three times as many users as Wacker Chemical Corporation's Adrian, Michigan location. Schacht says the company plans to create three data centers- one in Asia, one in Europe, and one in the Americas. "We are in the process of revamping our entire WAN infrastructure," says Schacht.

"When I first started here backup administration was about one-third of my job, and now it's about one-tenth," says Schacht. "We've been able to enhance our level of support for our network without adding resources. It would have been a nightmare without VERITAS."

Schacht believes VERITAS has set the pace in the backup and storage software industry because of the high quality of its products and its staff. "I think VERITAS must have a good strategy for getting good people and retaining them," he says. "Every single person I've talked to at VERITAS- starting with my representative to every engineer- has really gone out of their way to make themselves available and to help us with our data protection solutions."

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