

Redstor Case Study

Toshiba Choose Redstor & Legato for Faster Disaster Recovery and Business Continuity

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Mark Gregory, Technical Services Manager, Toshiba Information Systems (UK) Limited

Case Study

In the UK Toshiba Information Systems has six sites, each with a different focus of operation. As each site grew and developed independently of the others, managing and protecting data and commercially critical information became increasingly complex. Various backup systems and technologies were in place, increasing the time and resource required to run backups and making retrieval extremely complex, time-consuming and arduous. Trying to centrally manage these processes was close to impossible.

At Toshiba’s offices at Weybridge in Surrey it was decided the storage systems and approach to backup and retrieval needed an overhaul. Independent data backup and storage specialists Redstor recommended standardising onto one software solution that could cost-effectively and efficiently manage Toshiba’s considerable amounts of data while proving easy-to-use and able to enable centralised management of backups – LEGATO Software’s NetWorker.

Toshiba had a variety of storage solutions to deal with its highly heterogeneous environment. The Weybridge site alone has 63 servers in total, including Windows Intel, Unix, Linux and Novell. Adding complexity was the PC level approach to backups, leading to a fragmented and confusing arrangement of bits of data that could be stored almost anywhere. The company had to have staff trained up across an almost unsupportable number of systems and even then the situation meant much of the expertise available came down to learning from experience, i.e. working with the systems at Toshiba over a long period of time. “I was very unhappy and concerned about the approach that was being taken, it was leading to huge amounts of confusion with the possibility of ending up in a real mess,” says Mark Gregory, Senior Technical Services Manager.



At A Glance

The Issues:

- Time Consuming Backups
- Complex Processes
- Dispersed backup system
- High training requirement

The Redstor Solution:

- EMC Legato Networker
- Quantum Scalar 100
- Redstor Integration into Existing Systems
- Redstor Advice on DR
- Redstor Support

The Benefits:

- Automated Backup
- Faster Backup & Recovery Times
- Complete DR Plan
- Reduction on Future Support & Admin Costs

"Our technical and support staff were finding it very difficult to manage the systems we had and they had very little confidence in being able to respond effectively when data retrieval requests came in because of the complexity and time involved". Gregory wanted to look at backup and retrieval from a more holistic level and to regain control over the data storage situation. As with all businesses information is Toshiba's life-blood and an inability to quickly and fully retrieve it in the event of an IT failure was just not an option. "We backup all data onsite," Gregory explains. "This includes transactional information, CRM data, file and print systems our email systems - even our door control data! We had to make sure that all this information was secure".

Toshiba brought in Redstor to assist them in making the most of the systems that were already in place and then to develop an efficient and effective backup and retrieval process. Selecting the right technologies was key to the success of the project.

"There was already some NetWorker in place," says Ian Nave, UK Sales Manager at Redstor, "and one of our first actions was to advise that they standardised onto the LEGATO software for all backup and retrieval, which immediately removed many of the problems the IT staff were facing". Not only would working with one software solution reduce complexity significantly, but LEGATO's NetWorker has the advanced functionality that Toshiba needed to streamline and simplify storage processes through automation and centralised control.

NetWorker, LEGATO's flagship product, is recognised as a leading, world-class solution for centralising and automating backup and recovery, thereby reducing man-hours, processing time and human errors. The automated scheduling and pre and post backup management features improve efficiency, saving time and money and ensure backups and retrievals are more reliable and successful. "It was important that Toshiba had a solution in place that not only resolved its immediate problems but that was also future-proof – so it doesn't have to go through the pain points it has already experienced again when capacity requirements change. The Scalar 100 can handle the storage element of the equation while NetWorker enables IT staff to keep backup windows down to a minimum," Nave continues.

So successful have the Weybridge installations proved, that the model recommended by Redstor – utilising NetWorker to automate and centralise backups – that it has been replicated across five of Toshiba's six UK sites. "We have the solutions we need in place and we're delighted with the result. Redstor's recommendations and knowledge has proven spot-on and with their support we have a system in place where we always know what the status is with our backups and storage set-up.

If there are any failures we know exactly where and when so we can easily and quickly respond if we have to and we don't run the risk of losing data". Gregory added. He concludes, "We are now completely confident that we can deal with data loss and failures and that has given the team a real boost, although to be honest failures are so rare now it's not really that much of an issue now".

About Toshiba Information Systems

Toshiba is a global corporation, active in many different product areas – from multi-megawatt power stations down to the latest in power-saving miniaturised chip technologies. Toshiba's range of products covers industrial appliances, transportation, power plants, consumer products, information and communications hardware and, increasingly, the semiconductor components which make a wide range of electronic devices possible and easy to use.

About EMC Legato

EMC Legato provides storage software solutions as part of EMC Corporation's information lifecycle management (ILM) strategy. Legato storage software solutions enable the complete process of managing data in relation to storage – movement, protection, archiving and availability – integrated with front-end applications.

About Redstor

Founded in 1998, Redstor is a profitable Managed Services and IT Solutions Company focused around storage, data management and protection. Over 50% of Redstor's income is repeatable based upon creating enduring relationships with its customers. Redstor has over 10 years of expertise in managing, supporting and monitoring customers' data either at their site, remotely or on Redstor's own online storage and backup platform.

Redstor's trusted consultative approach is based upon understanding prospects and customer's business and IT goals and vision, then establishing a base line, before working with the customer to build a plan of action and a solution. This approach was a major factor in Redstor winning the SNS Storage Integrator of the Year Award 2008.

For more information please contact redstor on +44 (0)118 951 5200 or visit www.redstor.com