Case Study
Toshiba Asia Pacific
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PROPHETSTOR

> "Among the reasons we selected ProphetStor was that it not only protected our traditional system, but it could also be easily incorporated into our future data center service offerings. Most importantly, their solution has a solid support from a vendor and local partner perspective."
>
> *– Mr. Julian Wong, Assistant Senior Manager, Information Systems Department – Shared Services Sector, Toshiba Asia Pacific Pte Ltd*

Background

Toshiba Asia Pacific, a subsidiary of Toshiba Corporation, provides support to Toshiba companies in the region with a strong focus to expand the business in the areas of industrial systems, power systems, social infrastructure systems, building solutions and industrial ICT solutions.

The Toshiba Information Technology Support Services Contract (ITSSC) provides support for Toshiba's users across regional offices in major Southeast Asian cities such as Singapore, Bangkok, Hanoi, Ho Chi Minh City, Jakarta, Kuala Lumpur and Manila.

The ITSSC is responsible for Network Operations, Security Administration, Server Management and Backup Operations. The department is also charged with the development and use of IT services at its Singapore Global Data Center (SGDC).

DR Prophet provides local and remote block-level backup snapshots and services for cost-effective disaster recovery (DR) and business continuity for mission-critical Microsoft Dynamics Navision Enterprise Resource Planning application systems, files, databases, and mail stores.

Challenges

As Toshiba Asia Pacific relies on the ITSSC to keep its major ERP application systems up and running for continuous, non-stop operations, vendor support for its business continuity and disaster recovery solutions is critical, especially with internal staff partnering with the vendor for support.

Previously, Microsoft Windows 2008 was a key platform with 12 Intel-based servers operating in the SGDC. Ensuring continuous operations on these systems is vital to the success of Toshiba Asia. If the systems are down for even a few hours, operations for regional offices could potentially shut down.

"Our IT staff and vendor partners help ensure continuous operations of our global data center. When our data center expanded in scope, we knew we had to migrate to another BC/DR solution. Unlike the typical selection process, we looked closely at the backup continuity and disaster recovery process," said Mr. Julian Wong, Assistant Senior Manager, Information Systems Department.

Company Profile

Toshiba Asia Pacific was established in May 1995 and is Toshiba Corporation's regional headquarters for Southeast Asia, India and Oceania operations. Apart from its head office in Singapore, Toshiba Asia Pacific has overseas offices in Bangladesh, Hanoi, Ho Chi Minh City & Yangon and overseas affiliates in India, Indonesia, Malaysia, Philippines and Thailand.

Toshiba's IT department, the ITSSC, was formed to support Toshiba companies in the region, covering Asean, Bangladesh and India. It is dedicated to managing infrastructure operations and internal applications support at Toshiba Singapore's Global Data Center.

IT Environment
- Windows based Operating System
- Enterprise Resource Planning (ERP) system on Windows platform
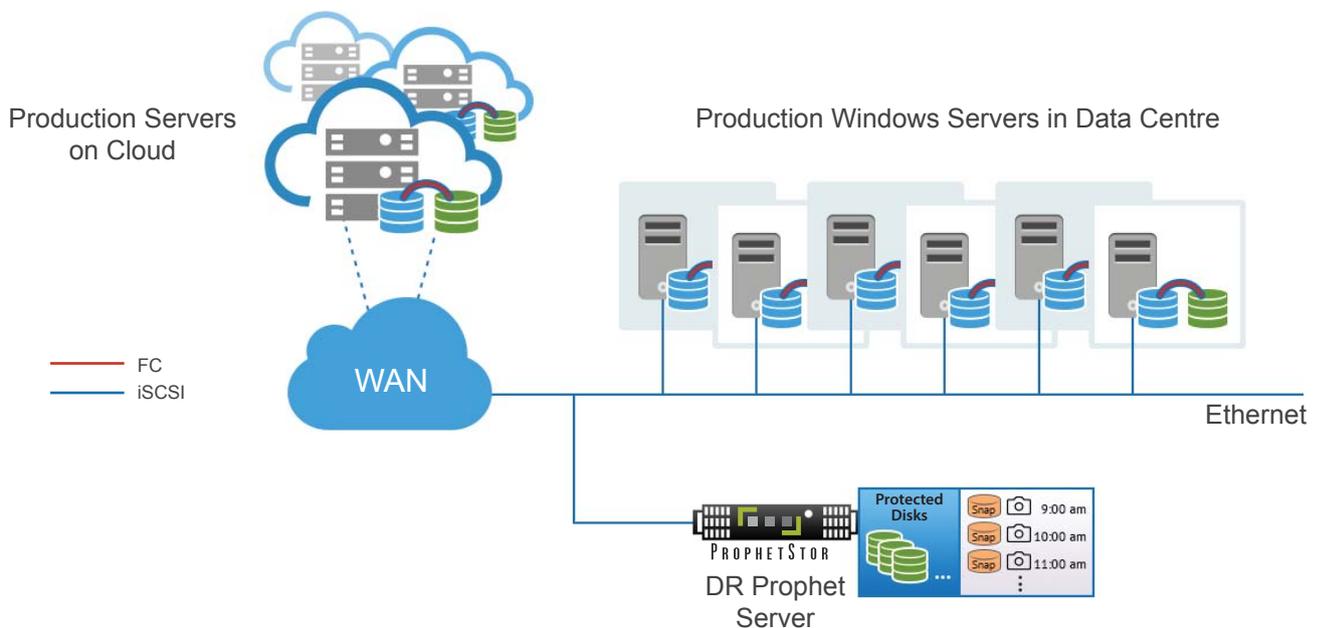
Challenges
- Needed a reliable, BC/DR system for critical cloud platform and Microsoft systems

ProphetStor Solution
- ProphetStor DR Prophet
- Unified management framework
- Snapshots

Benefits
- Backups can be performed quickly and efficiently
- Business-critical applications stay online during backups
- Strong support structure from vendor and its local channel partners
- Recovery time of entire ERP application systems/files significantly reduced
- Easy-to-use and manage through the centralized web-based console using RESTful API
- The method for local recovery as well as DR is the same, making it easier for the IT team to remember the Standard Operating Procedure (SOP) during recovery
- Backup easily verified to ensure DR; confidence while executing DR

Production Servers on Cloud

Production Windows Servers in Data Centre

FC
iSCSI

WAN

Ethernet

Protected Disks

PROPHETSTOR
DR Prophet Server

Snap 9:00 am
Snap 10:00 am
Snap 11:00 am

ProphetStor Solution

DR Prophet provides Business Continuity and Disaster Recovery (BC/DR) with local and remote block-level backup services for mission-critical application servers.

ITSSC wanted to create a reliable DR environment for its ERP system and looked into ProphetStor DR Prophet, which offer advanced capabilities such as snapshots, data replication, and thinly provisioned mirror volumes.

DR Prophet also provides a unified management framework to facilitate effortless disaster recovery data provisioning to ensure continuous operations. The user friendly graphic interface changes the normally tedious and error prone deployment of DR solution into an easy task.

Deployment Details

DR Prophet consists of three components –a main management server, Storage Server and Application client agent– to provide heterogeneous periodic/continuous protection and instant recovery for enterprise data centers and remote offices.

The DR Prophet Web Console serves as the centralized management tool for the storage network. It's ease-of-use allows ITSSC administrators to manage the snapshots and replication settings while monitoring the storage resources and services on multiple storage and application servers.

DR Prophet can produce up to 1,000 snapshots, creating point-in-time delta images of protected data, with snapshot schedules configured to match data protection policies. Snapshots can then be mounted instantaneously for data validation, application testing, report generation, DR rehearsal, and rapid data recovery.

Implementing DR Prophet was the critical element to ITSSC's DR plan. The DR Prophet solution provides ITSSC with fully application-aware Snapshot Agents, enabling Mr. Wong and

team to replicate and recover data with 100% transactional consistency. This accelerates the recovery process by presenting a ready-to-use copy of data in case of data loss or system failure. ITSSC uses DR Prophet for tiered disaster and business recovery (DR/BR) support services for IT managed applications at SGDC on a charge basis. The SGDC Infrastructure Services deliver business continuity services for applications administered by the ITSSC Infrastructure Team.

Benefits

ProphetStor DR Prophet allows ITSSC to protect critical data and ensure its availability while reducing IT costs.

The DR processes are automatically validated by verifying the health of snapshots. There is no effect on the ERP production systems during a DR rehearsal. The easy backup verification and DR testing gives ERP users confidence that the systems and applications will work as expected.

The advantages DR Prophet provide include less supervision and more reliability, as the entire DR readiness is seamlessly integrated into the business continuity. With replication of data across system, protocol, and virtual/physical boundaries, WAN traffic is optimized and compressed, reducing bandwidth costs by 70-90%.

DR Prophet's snapshot method has freed up valuable resources and resulted in resources focused on handling other tasks which would not have been possible previously.

The Data Center contains a mixture of Co-location of user equipment and utilization of a Cloud Architecture Platform. Since DR Prophet is already up and running in the SGDC, future plans being considered include leveraging DR Prophet for a Disaster Recovery hot-site (DRHS) or Disaster Recovery Cold Site, as well as BC/DR-based service offerings to assist outside customers in developing effective Business Continuity contingencies for their applications.

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Visit us at *www.prophetstor.com* to find out more, email us at *info@prophetstor.com* or contact your local ProphetStor office.