

Agnitio AS

 With the BAKStor 2000 Appliance, Agnitio are now able to perform restores within a minute



Overview

Company:
Agnitio AS

Location:
Årdal, Florø, Norway

Line of business:
Application Service Provider (ASP)

Amount of data being backed up:
1.2TB Daily

Problem:

- Slow backup window: 14 hrs+
- Slow file retrieval times: 0.5hr+

Solution:
Tandberg Data BAKStor Appliance
with Tandberg M2800 Library

Result:

- Backup window reduced by 10 hrs
- Retrieval time down to a minute
- 25% fewer aborted backup jobs

The challenge

As one of Norway's leading ASPs with over 150 customers operating in a rapidly expanding data-driven environment, Agnitio were feeling the pressure to accelerate their in-house restores; improve their burgeoning backup window; facilitate customer service agreements and reduce downtime.

About the company

Located in the beautiful city of Årdal in the fjords region of Norway, Agnitio are a Solutions Provider specialising in the provision of security solutions; web hosting solutions; multimedia and design solutions; and server installation and management solutions, for medium to large sized organisations located throughout Norway.

The company was established in 2001 and has 13 employees and an annual turnover of 20 million Norwegian Kroner. The datacentre is held in Årdal with a further regional office placed in Florø.

BAKStor Appliance

Agnitio problem

With a Technical Division that specialises in fulfilling Service Level Agreements for hosting customers' servers on an expanding web and mail server farm, Agnitio were experiencing rapid growth in data causing straining backups and long restores through a reliable but outgrown tape-based backup system.

Our solution

When Kai Wigum, Head of Agnitio's Technical Division, and his team started to look at potential solutions to solve their burgeoning backup window, it seemed natural to consider moving towards disk-based backup and began to consider vendors that offered affordable solutions.

With previous positive experience of Tandberg Data spanning over 5 years, it seemed a natural progression for Agnitio to consider the selection of a new disk based BAKStor Appliance backed by a Tandberg Data M2800 Library to provide a complementary tiered storage infrastructure.

"As a solutions provider, we regularly experience first hand the benefits that disk based backup brings to our customers' environment, so we understood it would be beneficial to invest in a similar backup infrastructure. Although we had outgrown our previous tape-based backup library, we had no technical issues, so it seemed an obvious choice to opt for the next generation Tandberg Data M2800 Library, but with the BAKStor 2000 Appliance at the front end to fulfil our growing speed and accessibility requirements." commented Geir Smedegard, Solutions Sales Manager, Agnitio.

With an ever increasing daily backup window (typically 14 hours) for a full system backup, Kai and his team knew a new solution was rapidly required and one that allowed for capacity provisioning to maximise storage usage and ensure zero application impact to the server farm.

"Reliability and ease of restore was a vital factor in our selection of BAKStor. Virtual tapes created a new backbone for simultaneous backup and transparently manage the process of writing to the M2800 library" noted Kai.

The result

The backup window has been reduced to a quarter of the time and is now typically completed in less than 4 hours. In addition, Kai has noticed a 25% reduction in the number of failed or aborted backup jobs.

But arguably the biggest advantage that Kai and his team have noticed is when it comes to restores. Previously locating a single file was a logistical headache that could take anything up to half an hour, but as BAKStor restores directly from disk, Agnitio are now able to perform restores within a minute.

Agnitio future plans

As part of a local government initiative, Agnitio are working in close partnership with Årdal localised ISPs to provide a full off-site secure service for internal and external customer use. In this service, they will replicate data to a further BAKStor 2000 12km away over a Fibre Channel Connection, future-proofing their investment still further through BAKStor's SafeSite remote replication module.

"Reliability and ease of restore was a vital factor in our selection of BAKStor."

Kai Wigum, Head of Agnitio's Technical Division

For more information:

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