

Verizon Business Harnesses Tape Technology in New Federal Contracts

SECURE AND TIMELY BACKUP

Verizon Business, of Basking Ridge, NJ, a unit of Verizon Communications, has one of the world's largest local-to-global IP networks. It spans more than 446,000 miles across 150 countries on six continents and scales from dial-up all the way to OC-48.

Such a network is a necessity when it comes to servicing demanding customers such as the Department of Homeland Security and the U.S. General Services Administration, as well as a multitude of large state and local agencies.

"We have just opened a huge new data center that offers the highest levels of security required by the federal government," said Robert Holt, Senior UNIX Administrator at Verizon Business. "We needed to match this with a world-class backup environment that could cater to the needs of even the largest agencies. The Quantum PX720 has helped us achieve that goal."

BACKUP INDEPENDENCE

Previously, the company ran a Sun workgroup-class tape library as well as Legato Networker backup software. Verizon evolved a complex architecture in keeping with the requirements of its client base. Each separate government agency, for example, had to be completely independent in terms of network switches, Virtual LANs (VLANs), data storage, backup schedules and backup media. For reasons of security and compliance, each agency had to ensure its data remained separate from that of other entities.

"We had to develop a separate backup environment for each client and this was very difficult to manage," said Holt. "Although we weren't backing up a whole lot of data, it took a long time as everything became so segregated."

As a result, the day's backups began at 11 a.m. and didn't finish until the following morning at 7 a.m. – 20 hours taking care of 2TB. Furthermore, the old tape library had many failures due to system overload. So when Verizon landed several large contracts from the government, it realized it needed to take its storage environment to another level.

DATA CENTER-CLASS TAPE SOLUTION EXPANDS BACKUP CAPABILITIES

Verizon Business added disk arrays from EMC Corp. and Network Appliance Inc. to take its total storage capacity up to 37TB. That required a whole new look at backup to support the upgraded infrastructure.

"We had to find a system that would be fast enough to be able to handle the amount of data we needed to backup in a secure fashion," said Holt.

"I always recommend Quantum to my peers. It is excellent equipment from a company that eats and sleeps backup."

Robert Holt
Senior UNIX Administrator

SOLUTION OVERVIEW

- Quantum PX720 Enterprise Tape Library
- Quantum PX510 (x2) Modular Tape Libraries
- Quantum PX506 Modular Tape Library
- Tape technology: LTO-3
- Backup software: EMC NetWorker
- EMC Symmetrix disk arrays
- Network Appliance disk arrays

KEY BENEFITS

- Shorter backup window
- More secure backups
- Purchase fewer tapes because of increased capacities
- Backup capacity expanded from 2TB to 37TB

After evaluating multiple vendors, the selection process boiled down to Sun or Quantum. Holt gives three primary reasons why he chose Quantum:

- 1) The support he received from his current Quantum install. A technician is on site within a couple of hours whenever he requests one.
- 2) During the evaluation phase, Quantum spent the time with Verizon Business to lay out a long-term plan. This highlighted areas where the customer could save money that did not require the purchase of additional products.
- 3) Holt felt at ease with the Quantum sales representative. The first thing out of his mouth was 'how can I help you', not 'what can I sell you today'? That again demonstrated Quantum's commitment to Verizon.

"I know and trust Quantum because it works in partnership with us to help achieve our business goals," said Holt. "Through every interaction Quantum has demonstrated its commitment to us."

Holt explained that he began adding Quantum tape libraries over the past couple of years in order to address the rise in traffic flow. He was so happy with the level of support and care demonstrated by the company that he chose the Quantum PX720 for the new data center. "I always recommend Quantum to my peers," he said. "It is excellent equipment from a company that eats and sleeps backup."

The networking giant selected the PX720 library for its data center-class capabilities. With LTO-3 tape drives, it can accommodate 726 media slots – scaling up to 3,600 slots. Its capacity can be further expanded by adding up to five more library frames, for a total 2,904TB. The increased capacity of LTO-3 also meant greater efficiency as Verizon did not have to purchase as many tapes or swap tapes as often.

BUSINESS BENEFITS FOR VERIZON BUSINESS

As part of this expansion, Verizon Business moved from one to four distinct backup locations. It added Quantum PX500-series modular tape libraries at three remote sites, as well as implementing the PX720 in the new business continuity data center it recently established for federal accounts.

"The Quantum PX720 has worked flawlessly since we purchased it and requires very little time investment from IT," said Holt. "We can now backup more data faster and have even been able to add locations to our backup schedule that we were never able to backup before. All locations now have automated backup."

FUTURE PLANS

Moving forward, Verizon Business plans to implement Quantum StorageCare Guardian remote monitoring capabilities. Leveraging the intelligence inside the PX720, Guardian enables Quantum to proactively monitor the health of the library over the Internet and use diagnostics data to remotely service the equipment. This feature comes at no additional cost with the Quantum PX720 and many other Quantum tape libraries and disk-based backup systems.

"As well as implementing StorageCare Guardian, we are also looking at the possibilities of adding disk-based backup to our environment," said Holt. "We are evaluating the Quantum DX100 as a means of further shortening our backup window."

"The Quantum PX720 has worked flawlessly since we purchased it and requires very little time investment from IT."

Robert Holt
Senior UNIX Administrator

ABOUT VERIZON BUSINESS

Verizon Business, a unit of Verizon Communications (NYSE: VZ), is a leading provider of advanced communications and information technology (IT) solutions to large business and government customers worldwide. Combining unsurpassed global network reach with advanced technology and professional service capabilities, Verizon Business delivers innovative and seamless business solutions to customers around the world. For more information, visit www.verizonbusiness.com

 To contact your local sales office, please visit www.quantum.com/wheretobuy

Quantum

Backup. Recovery. Archive. It's What We Do.

©2006 Quantum Corporation. All rights reserved. Quantum, the Quantum logo, and all other logos are registered trademarks of Quantum Corporation or of their respective owners.

About Quantum

Quantum Corp. is the leading global storage company specializing in backup, recovery and archive. Combining focused expertise, customer-driven innovation, and platform independence, Quantum provides a comprehensive range of disk, tape, media and software solutions supported by a world-class sales and service organization. As a long-standing and trusted partner, the company works closely with a broad network of resellers, OEMs and other suppliers to meet customers' evolving data protection needs.