

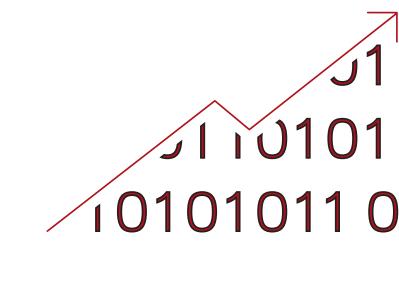


Driving confidence with mature data



protection

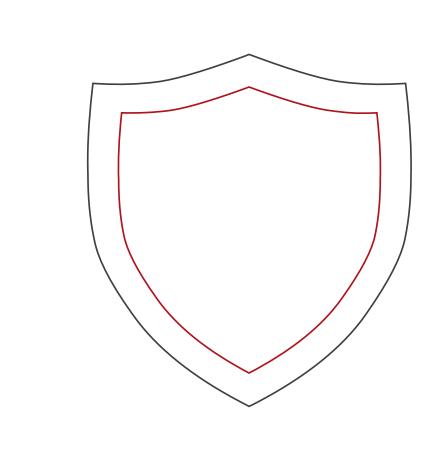




Loss of customer or financial data could be catastrophic.

Bakwena builds, operates, and maintains

approximately 400 kilometers of toll roads across three provinces in South Africa. Managing these toll facilities entails various activities, which include (amongst others) collecting payment information from the drivers who use the roads, e-tag transponder data, and other geographic information system (GIS) data. The company processes, on an average, 210,000 toll-road users each day. On the back end, all this data is stored in an Oracle database within a physical



badly wrong. Bakwena was backing up the Oracle databases

Attempt to refresh data protection goes

server environment.

to tape. To improve efficiency, they decided to extend a third-party solution they were already using to cater to a new production system rollout. The third-party vendor specialized in protecting

virtual environments but claimed, after detailed

technical analysis, that its proposed solution could back up Bakwena's physical Oracle servers to a virtual environment. Only once Bakwena had purchased the software solution and hardware to run it on did they discover that the solution could not back up physical machines due to software functionality and design issues. The vendor tried for eight months to find a workaround in the QA environment before

Bakwena gave up—despite their significant investment—and sought a solution that would properly protect their environment.

"Regrettably, someone in the design phase for

the third-party vendor misidentified our needs.

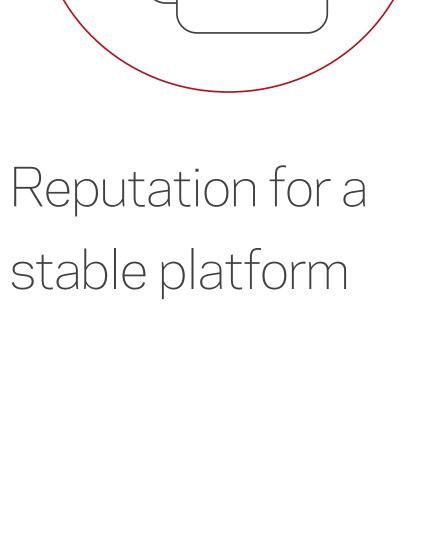
The solution they sold us could not back up



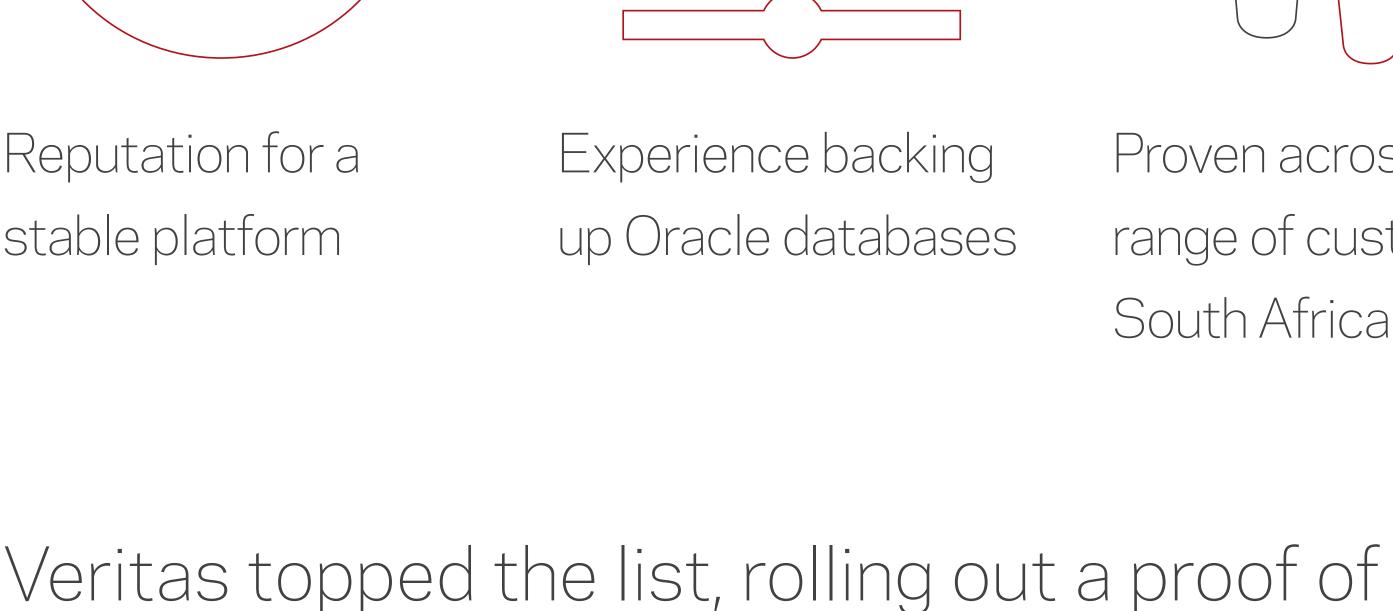
our Oracle databases as per specification, which did not become apparent until after procurement. That put us in a very difficult position." — Stephen Larkins, Operations Manager, Bakwena



Veritas[™] steps in with a mature, trusted



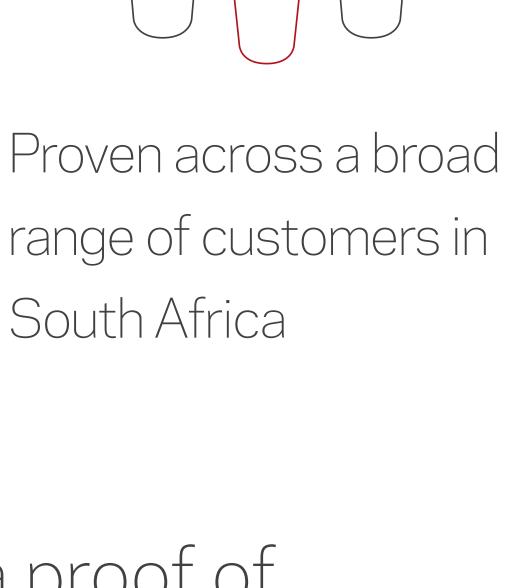
solution.



concept (POC) within three weeks. The POC was

successful, and the confidence of the Veritas

team helped build trust with Bakwena's IT staff.



"The maturity of Veritas means they've seen it all before. When we explained our issues, their answer was 'We've got this,' with no hesitation.

Veritas Services has been phenomenal; they've

been a breath of fresh air."

faster recovery.

Better-managed backups and much

— Stephen Larkins, Operations Manager, Bakwena



center. Once data is compressed and transferred to the

NetBackupTM Appliance in their primary data

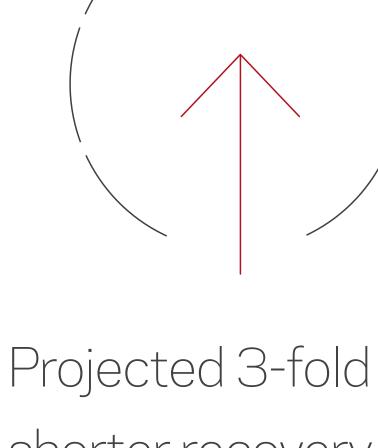
Following the POC, Bakwena engaged Veritas

Professional Services to deploy a Veritas

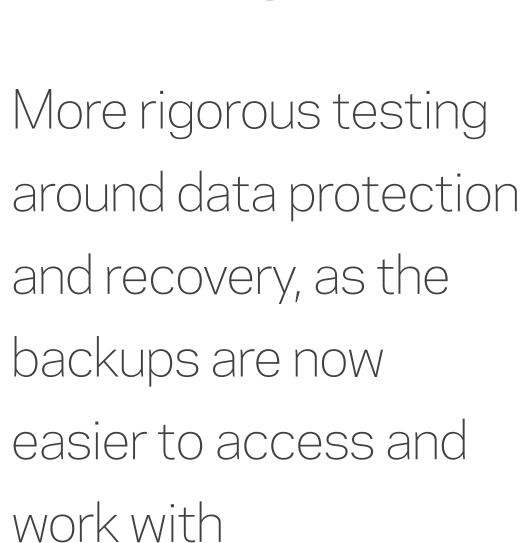
appliance, it is hardware-agnostic. For secondary backups, the appliance replicates to a NetBackup instance running on third-party hardware in the corporate disaster recovery (DR) site.

the DR site, but expects these benefits once further testing has been completed:

Bakwena has not yet needed to recover data from



Ability to meet 6-hour shorter recovery time recovery point objective objective (RTO) from (RPO) DR environment vs. legacy tape solution



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"If we lost access to our data, we couldn't process transactions, which would have significant financial and customer service impacts. With the Veritas NetBackup Appliance, we are confident the data is managed appropriately. It gives us peace of mind." — Stephen Larkins, Operations Manager, Bakwena