

CUSTOMER SUCCESS

Liverpool John Moores University

Liverpool John Moores University Cuts Backup and Recovery Times Up to 90 Percent using Veritas NetBackup™ Appliances

Liverpool John Moores University (LJMU) is one of the largest universities in the UK, with a vibrant community of 21,000 students from over 100 countries. Data from its operations grew quickly, and to streamline backup, LJMU switched from a tape-based strategy to Veritas NetBackup Appliances. Results include an 75 percent reduction in backup times, up to 90 percent reduction in recovery times, six-figure annual savings from deduplication, GB£20,000 savings from minimizing tape use, and 80% reduction in weekly backup administration time.



ORGANIZATION PROFILE

Site: www.ljmu.ac.uk

Industry: Education

Headquarters: Liverpool England

Employees: 2,500

University Community: 21,000 +

KEY CHALLENGES

As data grew, Liverpool John Moores University (LJMU) needed to reduce backup and recovery times in a legacy disk-to-tape backup environment.

SOLUTION

The University deployed two Veritas NetBackup Appliances because of strong ratings from analysts and recommendations from other university IT teams.

BENEFITS

- **75% reduction** in full backup times
- **Up to 90% reduction** in recovery times
- **85% deduplication** enabling six-figure annual storage savings
- **GB£20,000** savings from minimizing use of tape
- **98% backup success rate** improved from 85 percent
- **80%** reduction in weekly backup administration time

Shifting data management needs

LJMU had been backing up to tape using Veritas NetBackup for years, but the volume of data had increased to over 150 terabytes and the infrastructure for backup hadn't been updated. Backup times began to exceed the backup window. "Our recovery time objectives weren't being met," says Mark Smith, Senior Operations Officer on the IT team.

Users were becoming concerned. "When the back-ups started running into the day, our user community began to witness first signs of an increase in application response times," Mark explains. "Performance was an issue. We knew the Veritas NetBackup software was good, but that the tape-based infrastructure no longer fit the purpose. We needed to completely refresh."

The IT team talked with other universities and learned that some had switched from tape-based backup to Veritas NetBackup Appliances. Each appliance includes backup software, media server, storage and networking, pre-configured to work together in a purpose-built system. "We looked at Gartner's magic quadrant and Veritas NetBackup has a very strong position," Mark says. "We just needed the right infrastructure to maximise its potential."

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Mark Smith

Senior Operations Officer, IT Services
Liverpool John Moores University

Deploying the NetBackup Appliances was seamless. “We were up and running quickly,” says Mark. “The interface was familiar. The policies transferred and the speed of back-ups was so much quicker. Full backups now take 75 percent less time, completing in four hours instead of 16 hours. That fits easily within the backup window. It also affords us the luxury of staggering backups to reduce potential network saturation.”

“Also, backup window problems in our prior environment had forced us to use a very expensive spanned disk backup drive strategy, and by eliminating it, we reclaimed 35 drives for more valuable uses, worth about GB£30,000,” says Mark.

Recoveries are complete in as much as 90 percent less time. “Recoveries that took hours or days from tape are now accomplished in minutes from disk using the NetBackup Appliances,” Mark says. “These are logged by the user via our service desk and successful incident closure feedback has been extremely complimentary.”

The team stores 30 days worth of data on each NetBackup Appliance. “We’ve eliminated 1,000 redundant tapes and reduced tape costs by more than GB£20,000,” says Mark. “We’ve cut tape hardware costs and power consumption as well.”

LJMU deployed a NetBackup Appliance at each of its two data centres, and uses the NetBackup Auto Image Replication (AIR) feature to replicate backup images and catalogs between them. As a result, the university’s data can be quickly and fully recovered at either centre, enhancing disaster recovery capabilities. “This is critical,” Mark says, “because we back up all student, staff, and departmental data, so everything is on the appliances.”

Backup storage needs cut by 85 percent

NetBackup deduplication ensures that files are copied to backup data only once. “We previously backed up everything over and over again,” Mark says. “Our deduplication ratio is now about 85 percent, and that’s incredible.” As a result, deduplication frees up significant disk backup storage on the appliances for additional backups and future growth.

“We’ve found the Veritas NetBackup Appliances to be very flexible,” says Mark. “Our old tape libraries were maxed out, but the appliances are easy to expand and that enables us to easily scale up going forward.”

In addition, “weekly backup administration time has been reduced 50 percent from about 10 hours to 5 hours,” Mark says. “And the backup success rate has increased from about 85 percent to 98 percent. On a Monday morning, we’re confident that the backup is complete and we’re ready to go.”

For more information

Contact your local Veritas Sales Representative or Business Partner, or please visit:

[Veritas NetBackup Appliances](#)

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