

Data Protection Relationship Built over Time

The world's largest office furniture manufacturer trusts Veritas to protect global systems from cyber events and disasters.



Challenge

To minimize the operational impact of prospective cyber events and natural disasters, global furniture manufacturer Steelcase Inc. requires reliable and rapid data protection and disaster recovery.

Solution

Steelcase has long trusted Veritas to support its disaster recovery and business continuity needs. When the company recently refreshed its data protection infrastructure, it selected Veritas NetBackup™ and NetBackup Appliances because of their resiliency, ease of use, centralized management, and support for automation.

Outcome

In a relationship developed over the course of several years, Steelcase has come to trust that NetBackup will enable quick and reliable data recovery, regardless of the circumstance. Cyber events and other unexpected adversities have minimal impact on manufacturing operations because time to recovery has been reduced from weeks to days. And managing data protection worldwide requires minimal effort, due to centralized management capabilities and the automation of standard data protection tasks.

Steelcase

INDUSTRY

Manufacturing

EMPLOYEES

Approx. 11,500

HEADQUARTERS

Grand Rapids, Michigan

WEBSITE

www.steelcase.com



The portfolio of Veritas solutions enables Steelcase to run our global business securely so that our teams can collaborate, innovate, and best serve our customers."

Thomas O'Brien, Technical Operations at Steelcase Inc.



A History of Solid Data Protection

Steelcase is a global company whose extensive exploration of the workplace helps it understand how work is changing and how those changes impact people. For over a century, the company has applied user-centered research to imagine new possibilities and create innovative architecture, furniture, and technology solutions. Steelcase designs and manufactures products for the world's leading organizations to help people have better experiences at work.



Several years ago, Steelcase was planning a migration of key IT systems from a mainframe to client-server technology. The transformation would span operations across North America, Asia, Europe, and Australia. In design of the new infrastructure, “one key factor was protecting our data with a consistent process that was easy to manage and offered a low total cost of ownership [TCO],” explains Emmanuel Baiz, Infrastructure Engineer for Steelcase. “We were searching for a data protection strategy that would be easily deployable globally, while still managed centrally to protect those assets.”

The Steelcase technical operations team evaluated several options and selected Veritas NetBackup software and

NetBackup Appliances, with Veritas Enterprise Vault™ for email archiving. The solutions are protecting a diverse infrastructure that includes physical and virtual machines. The business-critical solutions on these servers include an enterprise resource planning (ERP) system, as well as separate HR, payroll, distribution, and manufacturing applications and multiple database solutions.

When Steelcase deployed the Veritas data protection solutions worldwide, the company's technology operations group designated and trained a NetBackup administrator for Steelcase global locations. The solutions' ease of use made it possible to very quickly ramp up global data protection.

“Our Veritas solutions have evolved with us as our needs have grown and our business has globalized,” says Raul Coste, also an Infrastructure Engineer. “A key benefit of NetBackup has been its ability to adapt to local legal requirements regarding data retention and security, with low administrative overhead. We have been able to build an air-gapped data protection system for images, which helps protect us from cybersecurity losses, as well as ensuring that data is portable and recoverable in the event of a facility disaster.”

Upgrading Global Backups and Recovery

When Steelcase recently needed to refresh its data protection systems, security and disaster recovery were top of mind. “Among the systems we protect are email and communication software, shop-floor execution systems, and PLC [programmable logic controller] code,” says Thomas O'Brien, Technical Operations at Steelcase.

At the same time, Steelcase wanted to use automation to minimize the number of staff hours spent on data protection around the world.

“We migrated to the latest release of NetBackup, in part because of its improved handling of VMware systems and its modern web-based user interface, which enables the technology operations team to manage global backups from Grand Rapids,” Baiz says.

“We are also utilizing the API [application programming interface] build-out to automate management activities and to create new media servers ourselves,” O'Brien adds. “Now, we are in the process of implementing a suite of automation tools that will integrate into our IT service management [ITSM] system. This will enable us to include user self-service for backups and restores into our server decommissioning process, reducing the demands of these processes on the technical operations group.”

Steelcase is leveraging NetBackup Auto Image Replication (AIR), as well. “NetBackup AIR moves data between different domains so

that we balance capacity during high-use periods,” says Coste. “We also use AIR to replicate data to our NetBackup Appliances for longer-term retention. This helps ensure that we have a backup if needed, either for regulatory compliance or because of a cyber event.”

Reliable Data Protection Builds on Business Relationship

The wisdom of this approach has already been proven: In the instances in which Steelcase has required data recovery, the current iteration of the NetBackup solution delivered a full restore rapidly. That was a significant improvement over the legacy environment to recover similar data. “Even in the most complicated and demanding scenarios, NetBackup has provided restores and backup services, helping the business recover our hundreds of terabytes of critical data successfully every time,” Coste says.

“Like most organizations,” he adds, “we frequently evaluate all the solutions we have deployed. The way Veritas performs when it comes to restoring a large volume of data in a short period of time has ultimately proven to us that it is the right solution for our current needs.”

Looking forward, Coste, Baiz, and O’Brien appreciate the Veritas roadmap for NetBackup’s future, and they are confident that if they ever encounter an issue with their data protection environment, Veritas will help them resolve it. “Veritas support is above and beyond,” O’Brien says. “The portfolio of Veritas solutions enables Steelcase to run our global business securely so that our teams can collaborate, innovate, and best serve our customers.”

For More Information

Please contact your local Veritas Sales Representative or Business Partner, or visit [Veritas NetBackup](#)

About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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