

EPSON PROTECTS PHYSICAL & VIRTUAL SYSTEMS FROM DISASTER WITH vRANGER PRO P2V-DR

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THE SITUATION

Epson Italia, based in Milan, Italy, had an IT disaster recovery program in place to cover its systems in the markets of Italy, Greece, Turkey and the Balkans. Disaster recovery procedures would minimize downtime in the event of a business interruption, but resulted in too much daily downtime while systems were being backed up.

THE SOLUTION

Epson Italia implemented Vizioncore's vRanger Pro™ to streamline daily backup operations, plus the P2V-DR module for disaster recovery. The P2V-DR module gave Epson Italia the ability to back up both virtual and physical servers to a virtual environment, so a single operation can cover multiple IT systems.

THE RESULTS

"Vizioncore has provided an efficient method and tool for data backup, restore and disaster recovery operations. Backing up live systems with no downtime was very relevant to our needs, and the P2V[-DR] module was vital to complete our DR strategy."

Massimiliano Leo
Information Technologies and Facilities Manager
Epson Italia

THE SITUATION

Epson Italia is responsible for supporting the electronics giant's IT operations throughout Italy, Greece, Turkey and the Balkans. That's a lot of area, and a lot of potential points of failure. To ensure business continuity, Epson Italia used a variety of products to back up its virtualized and physical systems to a disaster recovery site. Backing up these systems was very time consuming, and made systems unavailable for part of each day while backups were taking place.

Epson Italia wanted to reduce its downtime so that preparing for a potential disaster did not mean having to inconvenience users every day. The company also hoped to streamline its processes, which depended on multiple backup, recovery and disaster recovery solutions from different vendors to cover its virtualized and physical systems.

"Originally we used NetBackup [from Symantec] and OS scripts. We decided to change...to have a single, more consolidated solution and be able to avoid systems downtime during data backup processes," said Massimiliano Leo, information technologies and facilities manager for Epson Italia in Milan. "The two main drivers were to provide an efficient DR solution for our business continuity plan, and to reduce environmental impact and hardware costs."

The IT environment in Milan includes four VMware ESX Server v 3.5 hosts, 15 production VMs, two physical-to-virtual VMs and the Virtual Center v2.5 management tool. The production VMs host Oracle, SQL and Windows systems, including application and file servers. The P2V VMs host a print server and a domain controller server. The systems are backed up to the disaster recovery site, which runs ESX Server 3.5.

THE SOLUTION

Computer Design Group, a leading IT solutions provider in Italy, worked with Epson Italia to streamline its backup and disaster recovery operations. Together the firms re-architected IT systems so physical and virtual servers with a single solution — without daily downtime.

Epson Italia implemented Vizioncore's vRanger Pro for automated daily backup operations, plus the P2V-DR module for backup recovery. vRanger Pro and the P2V-DR module can automatically back up virtual and physical servers while they're running, so there is no system downtime.

With vRanger Pro, administrators can automatically schedule full or differential backups for virtual or physical servers. It requires no agents and runs outside the guest OS. The image-level backups capture the target's configuration settings, not just data, so the restore process lets users get fully configured machines up and running quickly, in addition to recovering all data. Backups can execute automatically and don't require the target volume to be taken down, so there is no inconvenience to users. vRanger Pro is fully compatible with VMware and can integrate with VCB.

The P2V-DR module can extend disaster recovery to cover your physical machines. Users can create images of both your physical and virtual machines which can be sent and archived at a remote site. In the event of a major failure of the operational site, the virtual machine clones can quickly be restored to another site using the vRanger Pro interface and users can access their data and applications within hours.

The P2V-DR module executes at the block level, rather than the file level, which means target machines are cloned very quickly, reliably and with no data loss. The module is based on Vizioncore's enterprise-class vConverter™ software that is used to convert physical servers to the VMware®, Microsoft®, XenSource® and Virtual Iron® virtual platforms.

Epson Italia backs up its virtual machines at prescheduled times. Backup files are compressed and kept on disk for one week then transferred to tape. Systems can be restored from tape at the disaster recovery site.

"We recommended this solution because it is simple, secure and it really functions," said Andrea Brambilla of Computer Design Group. "It has a low administrative impact on the internal IT staff. Disaster recovery procedures are simple, and Vizioncore's FileLevelRestore plug-in permits fast restores of individual files."

THE RESULTS

Epson Italia's disaster recovery processes are more consistent and require less support from the IT staff. Leo credits vRanger Pro's ease-of-use, scheduling flexibility and support for file-level restores for saving his department valuable time.

"vRanger Pro allowed some administration time savings compared to the previous solution due to the better management tools it has," Leo said. "Backing up live systems with no downtime was very relevant to our needs."

Even more valuable, vRanger Pro and the P2V-DR module made it easy for Epson Italia to transition to an all-virtual disaster recovery infrastructure.

"We have improved our disaster recovery strategy, as P2V now allows us to include some physical systems in our 100 percent virtual DR site," Leo said. "Vizioncore has provided an efficient method and tool for data backup, restore and disaster recovery operations, and the P2V[-DR] module was vital to complete our DR strategy."



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