

Case Study

First National Bank Invests in Simpana® Software to Ensure Superior Customer Service While Keeping Pace With Aggressive Business Growth

QUICK FACTS

Industry/Solution:

- Diversified Financial Services Provider

Platform/File System:

- Microsoft Windows, SUSE Linux

Applications:

- Microsoft Office
- Fiserve financial applications
- Novell GroupWise
- VMware vSphere ESXi
- More than 200 business-specific software applications

Partner Hardware:

- Two EMC CLARiiON CX4-240 SANs
- Two EMC Centera storage platforms

Challenges:

- Rapid growth, mergers and acquisitions led to inefficient and costly management of storage growth and 13 disparate backup systems.
- Exponential storage expansion slowed direct-attached, disk-based backups, which exceed allotted windows for backup and recoveries.
- Heavy concentration of tape-based data protection created risks and additional administrative overhead.
- Inability to scale data protection hindered disaster recovery and business continuity objectives.

Solution:

- CommVault Simpana software Backup & Recovery, Replication and Archive modules along with embedded deduplication and virtualization support.

Customer Profile

F.N.B. Corporation (FNB), headquartered in Hermitage, PA, is a diversified financial services company and a leading provider of commercial and retail banking, leasing, wealth management, insurance, merchant banking and consumer finance services in Pennsylvania and Ohio. It also operates consumer finance offices in Tennessee and loan production offices in Pennsylvania and Florida. First National Bank of Pennsylvania, the largest subsidiary of F.N.B. Corporation, has over 220 full-service locations in Pennsylvania and Ohio, and loan production offices in Florida.

Over the past decade, aggressive growth, primarily through mergers and acquisitions, has resulted in FNB's total assets now exceeding \$8 billion. Along the way, the company has remained focused on its vision of being an industry leader in creating value for customers, employees, shareholders and communities it serves. The customer-driven organization has relied on leading-edge technologies to fuel operations while supporting its mission to deliver the highest levels of service and support in the financial services industry.

According to Brian Diegan, vice president of network services for First National Bank, this overarching commitment to serving both external and internal customers is reinforced by a continual focus on improving processes. "Our day-to-day operating strategy is all about taking exceptional care of our customers while offering additional products and services to meet their growing needs," he explains. "We are constantly striving to make our company better at the same time we're making it bigger."

With FNB growing in leaps and bounds, its Network Services team has remained diligent in ensuring the security and protection of mission-critical financial data. "Quality must be built into every process," Diegan adds. "By partnering with CommVault, we've been able to ensure unsurpassed data protection and security. Simpana software plays an increasingly important role in helping FNB reduce risks, costs and administrative overhead while elevating our data management to new levels of efficiency."

Data Management Environment

A 17-member IT team maintains FNB's robust technology environment in supporting vital applications and data running on 3,200 PCs. The highly specialized group oversees 570 file servers, which are primarily SUSE Linux, along with servers running Novell and Windows. To date, the company supports about 30 virtualized servers but is moving rapidly into virtualization as a strategy for reducing capital expenditures and accommodating fast-paced corporate expansion.

Additionally, FNB supports more than 200 software applications that encompass Microsoft Office, Fiserv financial services applications, Novell GroupWise as well as human resources and customer service software. The company also safeguards more than 40 TBs of crucial data stored on a pair of EMC CLARiiON CX4-240 networked storage systems. Two EMC Centera archiving storage platforms accommodate governance and compliance needs for data backup, recovery and retention.

QUICK FACTS (continued)

Benefits:

- The ability to centralize and management backups with a single console has streamlined administration of backups; backing up the main server went from 90 hours to 24; incrementals were reduced from 24 hours to two. Meanwhile, backup success rates have climbed from 76 to 99 percent.
- CommVault's embedded deduplication has enabled the bank to achieve 83-to-89 percent dedupe ratios and reduce redundant data so 40 TBs now can be stored on 6 TBs of disk.
- Tape-related costs have been reduced by 60 percent by eliminating daily and weekly tape backups; disk-based retention has been extended from two weeks to 30 days.
- Simpana software Replication module has boosted business continuity while Simpana Archive module has set the stage for cost-effective and efficient storage tiering.

Funding Better Backups and SAN Storage

Over the years, protecting the bank's vital data became increasingly complicated as the IT team managed 13 disparate backup systems due to a series of mergers and acquisitions. Administration became exceedingly difficult and restoring data was a tedious, inefficient process, especially keeping track of daily and weekly offsite tapes. "There are a lot of security and time challenges with handling tapes all the time and we wanted to reduce our reliance on this form of backup," says Diegan.

However, performing disk-based backups also presented a problem as the bank lacked the proper storage infrastructure to meet its forecasted business growth. As FNB approached capacity to back up its network-stored data, it became apparent that both a storage and data protection upgrade was warranted.

Faced with the daunting task of re-architecting its storage and backup infrastructure, FNB enlisted the assistance of Dell's Global Infrastructure Consulting Service (GICS). The collective team worked to create a business case for executive management's review. "Together, we determined that a Storage Area Network (SAN) and enterprise-class data protection would enable us to meet our growth objectives while reducing overall exposures to risk should any catastrophe occur," notes Diegan.

The team knew it took 90 hours to back up the bank's primary SUSE Linux server, and there were 160 other servers requiring backups at that time. The inordinate amount of time it would take four network engineers to retrieve offsite backup tapes and restore all that data also was taken into consideration. Bank executives quickly understood the ramifications and gave the go-ahead to determine the best way to proceed.

Finding a scalable platform was a major criterion, so the team reviewed how each prospective platform could grow over time to meet ever-evolving requirements. Other evaluation factors included an overarching goal to reduce data growth through deduplication, eliminate tape as well as improve Recovery Time Objectives and Recovery Point Objectives (RTOs/RPOs).

Banking on CommVault for Centralized Backups, Dedupe Software & Replication

With continuing guidance from Dell, FNB evaluated 10 vendors' respective approaches to reinforcing its storage and backup foundation. The team looked at EMC and EqualLogic storage as well as a variety of purpose-built disk appliances. The consensus was that a scalable SAN would provide ample storage while also serving as a disk target for decreasing FNB's backup window and replicating data for disaster recovery purposes.

Because deduplication was another primary driver, FNB evaluated appliances from Quantum and Data Domain as well as EMC's Avamar dedupe software. "While we knew that purpose-built appliances could meet our needs for deduplication and replication, they're expensive and don't always scale well," explains John Fuge, senior network engineer for FNB. "Deduplication software was appealing, but Avamar didn't support Novell GroupWise, so it was eliminated."

Meanwhile, FNB tested different backup software platforms with varying success. In particular, there were persistent problems with its legacy software platform that the vendor's technicians couldn't troubleshoot. At that point, Dell suggested CommVault® Simpana® 8 software, which embeds deduplication in an end-to-end data management platform. "It seemed CommVault would give us the best of both worlds—centralized backups and scalable, affordable deduplication utilizing less-expensive disk," says Diegan. "In

addition to providing more scalable dedupe, CommVault cost less per terabyte than appliance-based products.”

FNB was immediately impressed when CommVault solutions architect Wayne Bienia quickly solved the nagging problem. “CommVault’s technical support is superior, which was proven on the first day when Wayne determined the problem was a hardware issue,” recalls Fuge. “Engineers from our legacy platform provider had been stumped for months, but Wayne identified and fixed the problem in less than half a day.”

Equally impressive was CommVault’s Simpana software platform, which provided a centralized approach for managing data protection, deduplication and replication. “We really liked having dedupe, backups and replication working together as part of an integrated solution,” says Fuge. “Additionally, CommVault’s replication capabilities would let us see data on both ends and allow disaster recovery copies of backups and archive data to be created seamlessly on a scheduled basis.”

EMC, which had been chosen to provide the bank’s storage platform, also acknowledged that Simpana software was an excellent fit for FNB’s needs. What really drove it home, however, was a three-year cost analysis, which examined the costs of maintaining the status quo versus switching to Simpana software. The analysis calculated the full-time support needed to oversee operations, the purchase and ongoing management of multiple tape drives as well as the expense of recovering data over multiple days in a disaster situation. “We were able to demonstrate how switching to Simpana software would produce a projected savings of more than \$10 million over three years, which helped us get the green light to move forward,” recalls

Diegan. “We also knew CommVault would be a partner, not just a vendor, in ensuring the success of the deployment.”

Reaping the Rewards of Singular Information Management

In July 2009, FNB installed its EMC SAN and disk-based backup storage. Then WAN links were upgraded to better accommodate backup and replication requirements. The team then began migrating to Simpana software, taking early advantage of embedded deduplication to reduce redundant data by 83-to-89 percent. “For example, we’ve been able to store roughly 41 TBs of data on 6 TBs of disk, which totally meets our reduction expectations,” notes Diegan. Additionally, CommVault’s dedupe let FNB add inexpensive, commodity disk as needed to keep up with growth.

“Managing our rapidly growing data without deduplication would have cost us hundreds of thousands of dollars or more,” he continues. “Not to mention the administration involved, as it probably would have become impossible to perform backups and restores without deduplication.” Simpana software’s disk-based backups also have enabled FNB to slash tape-related costs by 60 percent, thanks to the ability to eliminate daily and weekly tape backups. Furthermore, FNB has expanded disk-based data retention from two weeks to 30 days, which meets extended data retention demands while facilitating faster data recovery.

CommVault’s replication also plays a major role in optimizing remote office data protection. “Simpana software’s replication feature has opened a lot of doors for us in terms of elevating disaster recovery and business continuity,” says Diegan. “For instance, we’ve eliminated tape management at remote locations in favor of leveraging replication and magnetic libraries to gain

faster recovery times while greatly simplifying the process.” FNB also plans to use CommVault’s Universal Server Agent for VMware to address the challenges of data protection in its increasingly virtual environment. “CommVault Simpana software provides flexible backup and recovery options for VMware that will prove highly useful as we move more in this direction,” Fuge notes.

By combining 13 disparate backup systems into one centralized platform, FNB has decreased both its backup window and the administrative overhead required to manage the process. For example, backing up the main server, which once took 90 hours, now can be completed in 24. Nightly differential backups, which used to take 24 hours, now only take two hours. In addition, with Simpana software backup success rates have improved to over 99 percent with minimal administration.

FNB takes full advantage of CommVault’s policy automation and robust reporting for virtually hands-off operation. Previously, protecting data was a major drain, requiring a full-time person to manage backups whereas only a couple of hours are needed now to review status reports. “It’s great to use a single console to manage everything from backups and restores to deduplication and replication,” says Fuge. “Having all the integrated functionality in one platform is the best way for us to deal with rapid growth, meet our extended data retention requirements and expedite data recovery.”

FNB is preparing to leverage Simpana software’s Archive module to migrate stale file-system data from primary storage onto secondary systems as part of a tiered storage solution. Archiving will allow the bank to preserve, retrieve and discover information without overburdening

expensive primary storage. "The Simpana Archive module will prove instrumental in helping us control file sizes and user disk space," adds Fuge. "We'll also be able to rely on CommVault's indexing and search capabilities to find and retrieve this older data as needed to support any legal discovery or compliance request."

To assist in the archive rollout, FNB is working with CommVault's support services to create and carry out a best-practices approach to data management. "Few products run as reliably as Simpana software, but it's great to know the platform is backed by such excellent technical support," Fuge says. "Over the past decade, I haven't dealt with better people—from the support center team to the onsite engineers who work hard to optimize every step of the project."

For FNB, the enduring partnership with CommVault has enabled the financial institution to create and sustain a solid foundation for meeting both current and future data management needs. "With Simpana software, we know our vital data is safe and sound, which gives us a lot of confidence in keeping up with rapid growth," concludes Diegan. "If we added another 100 branches overnight, we'd be ready to double our capabilities and never miss a beat when it comes to delivering stellar customer service and support."



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