Success

SEP Case Studies

SEP
Global Storage Management

SEP

SEP sesam Saves your Spare Time

"The best part about SEP sesam is that I can back everything up with one product. All areas and volumes of data are covered with a single backup solution."

Situation

IT Manager for Davos Klosters Bergbahnen AG (DKB), Thomas Grebner, is responsible for a wide range of mission critical data, including the data availability of the cash and credit card systems, electronic access and control systems of cable cars and hotel rooms, the video cameras that provide live feeds of and information about the Panorama, the weather and opening times of cable cars, the control of snowmaking equipment, which alone runs on two servers, the accounting, archival and e-mail systems and the time records of employees. DKB's IT infrastructure has multiple locations, with both virtual and physical servers, connected via fiber optic cables and their environment is constantly expanding and evolving.

In winter, there is quite a hustle and bustle in the two tourist towns. The data backups have to run like clockwork, because data loss leads to problems with a guest's accommodations, activities and overall experience, which could mean significant financial loss for the company. "The biggest nightmare would be if our guests could not check in because suddenly the reservation system of the hotels failed and reception had no access to the resort's booking data," explained Grebner. Unfortunately, Grebner could not rely on their existing backup product, Symantec's Backup Exec, and needed to find a new solution.

One Central Solution

The Swiss distributor, SKyPRO AG, suggested SEP sesam as a new backup solution. A SEP specialist then analyzed DKB's environment and requirements. Soon after, DKB made the switch from Symantec's Backup Exec to SEP sesam.

"The installation of SEP sesam only took one day and is currently working better than originally planned. We started completely fresh with SEP sesam and the switch has been completely worth it", said Grebner.

After attending a SEP training, where data crashes were simulated, Grebner is now prepared for emergencies and disaster situations. He was able to familiarize himself with the SEP sesam system, its capabilities and meet people that have to cope with similar work situations and tasks.

Results

Grebner and his company chose SEP sesam for many reasons, one being the outstanding personal support provided by the manufacturer. For Grebner, getting professional help quickly and easily was extremely important. The international support team helped him with any questions or problems that arose, day or night. "I rely on SEP sesam's functionality every day. In the event of a disaster I cannot solve, I can always call SEP and connect with someone directly," says Grebner.

"The best part about SEP sesam is that I can back everything up with one product. All areas and volumes of data are covered with a single backup solution," said Grebner. He has been working with SEP sesam since summer 2011 and, for his company, it was very important to find a central backup solution that would protect every piece of their intricate system with one product. Prior to installing SEP sesam, each mountain cable car had its own different backup system.

Another reason DKB decided to use SEP sesam, was its extensive support of various operating systems. The ski lifts' operations have run on Novell and Linux for about eleven years and the hotel booking system runs on Windows. The former provider, Symantec's Backup Exec, could not sufficiently support the Linux and Novell environments. Symantec's support was difficult to reach and demanded the acceptance of expensive service contracts. Therefore, the mountain railway team searched for a system that would maintain Novell, Linux and Windows environments.

SEP sesam now backs up enterprise-wide data for DKB. Despite the growing diversity and complexity of DKB's environment, the SEP sesam backup system remains manageable and easier to set up than other backup solutions.

About Davos Klosters Mountains

Incorporated in 1954 and based in Davos Platz, Switzerland, Davos Klosters Bergbahnen AG operates as a mountain railway company that manages ski and mountain resort facilities, including cable cars, ski lifts and mountain trains for the two giant tourist resorts, Davos and Klosters. The company maintains an area of 187 miles of ski slopes in the winter and 435 miles for mountain biking and hiking in the summer. The Mountain Hotels department of the company allows visitors to choose between 19 different kinds of accommodations, which include hotels, group homes and mobile homes, in order to take advantage of the ski and hiking activities.

SEP sesam: Security Across the Enterprise

+ Servers at multiple locations
+ Virtualized and physical servers
+ E-mail and groupware system
+ Cash and credit card systems
+ Electronic access and control systems of cable cars and hotel rooms
+ Control of snowmaking equipment
+ Accounting
+ Archiving
+ Timekeeping
+ Panorama-Livecams

SEP sesam Modules

+ Backup Server: Linux
+ Client operating systems: Windows, Linux, Netware
+ Hypervisor: VMware ESX/vSphere
+ Databases: Microsoft SQL
+ Groupware: Novell GroupWise
+ Storage: Hard drives & Autoloader

Demand for Electricity Never Takes a Day Off

"For us, the backup of company data has always been top priority!"

Rhine Energy

The Rhine Falls is the largest waterfall in Europe, where the rhine river exits Lake Constance and pours 600,000 liters of water per second down a 23-meter drop.

Some kilometers before sits SHPOWER, the Swiss energy provider who relies on SEP sesam to back up their company data as powerfully and effectively as the waterfall produces its energy.

Large Responsibility

"For us, the backup of company data has always been our top priority," said Daniel Epprecht, Head of IT Services at SHPOWER.

The entire IT infrastructure works with diverse data sources that must be consistently secured.

The energy provider's success in a highly competitive industry all rely on secure and reliable access to energy data; customer data along with user energy consumption from the constant flow of data from energy meters; quality assurance information; marketing and sales statistics and ongoing evaluations from the finance and accounting departments.

Furthermore, SHPOWER must be able to provide predictions of their daily energy consumption to constantly inform their supply partners to ensure smooth energy deliveries.

Their partners need to know exactly when SHPOWER will deliver energy to their customers and at what quantity. Not meeting forecast deadlines can result in harsh penalties or even license revocation in the event of a major energy fallout.

SEP sesam is used to backup and restore all data, both current and historical. Historical data is still pertinent to daily operations. If technical data is not permanently available, current and future business activities can be impacted.

Hydro-Power: Green Energy

The Company began in 1860 and currently employs over 160 staff members. SHPOWER has a very long tradition providing energy to consumers in many cities, municipalities and in countless households throughout the region. In addition, SHPOWER powers electric public transportation and entire electrical grids for thousands of people.

Throughout its long tenure, SHPOWER has always been able to adapt to new technologies, influences and requirements. The Company has become especially concerned with environmental responsibility as an energy provider. For example, SHPOWER's roofs are lined with solar energy systems.

SHPOWER

It not only stores energy from the Rhine, but also puts a significant amount of investment back into the River to make sure the Rhine's ecology is maintained. They are currently in the process of a re-naturalizing project to improve and return the riverbanks to their natural state.

Redesign of the Backup Environment

"Our staff, which previously relied on manual work with paper-based systems, today has computer access," said Epprecht. With this development, new requirements for backup software systems have arisen.

SHPOWER had been using its previous backup product for 10 years, but recently SEP sesam won SHPOWER over with its simplicity of use and complex backup and recovery possibilities for heterogeneous environments.

"The main point for us was that SEP sesam offers complete and convenient solutions for the entire enterprise. eDirectory is the heart of our IT, so that was a very important requirement as well," said the Head of IT Services.

"Due to its logical and clear structure, SEP sesam's agent-based model is very easy to use. New servers can be installed in record time." →

SEP sesam: Security Across the Enterprise

+ Servers in 2 seperated datacenters
+ Disaster- / Recovery System
+ Virtualized and physical servers
+ Novell GroupWise & Novell Vibe as email and collaboration platform
+ Energy Data Management
+ Financial and accounting systems
+ CRM- and MIS
+ Time and attendance system with access control
+ Video surveillance

SEP sesam Modules

+ Backup Server: Linux
+ Client operating Systems: Linux, Windows, Novell OES
+ Hypervisor: VMware vSphere
+ Databases: Oracle & MS SQL
+ Groupware: GroupWise & Vibe
+ Storage: NetApp, HP MSA & Tape Library, 25TB Backup2Disk Pool

Unbeatable in Novell Environments

SHPOWER utilizes many different operating systems, databases and applications. A significant portion of SHPOWER's IT landscape relies heavily on Novell solutions. For more than a decade, Novell has trusted and recommended SEP solutions and have certified SEP sesam for all of their products.

Backup of GWAVA Reload

SHPOWER uses GWAVA Reload to secure its important Novell GroupWise data. "This disk-based D/R mirror system offers us 100% availability for GroupWise applications," said Epprecht. The long-term backups of GroupWise, as well as all other major backup and recovery tasks in the Company, are stored at SHPOWER with SEP sesam to tape or disk as required.

Daniel Epprecht, Head of IT Services

Nothing is impossible

"If there is ever a problem, we can be sure that it will be solved quickly. "Impossible" means nothing to SEP. "That seems to be their attitude. When we had a special problem with the migration of tapes, the SEP team came up with great ideas and creative solutions to solve the problem. There is always an extremely competent support person available whenever I need help. SEP holds many online webinars and also provides excellent administrator training. Even after training lessons, I can contact the SEP staff to answer any remaining questions I may have," Epprecht reported.

Highly-Qualified Partners

Daniel Epprecht from SHPOWER gets 24 hours of highly-qualified support from SEP's Swiss Partner – Nexpert per day, including weekends.

The distributor has the highest certification for SEP sesam solutions and also supports a large part of SHPOWER's IT department. Nexpert set up the entire SEP sesam backup system within three days, from physical assembly and installation of hardware components to the configuration of the software.

SH POWER

For security and safety, the transition continued for a two month period to migrate the old backup system into the new SEP sesam Hybrid Backup.

"We were very pleased with the enhancement and upgrade. It was absolutely the right decision to handle the project jointly with our partners SEP and Nexpert," said the Head of IT Services.

Economy and Trade-in

SEP sesam was especially interesting for SHPOWER because of low operating costs. "Even though we were still bound by other contracts, SEP offered us more than a fair deal to switch from our old provider," relayed Daniel Epprecht.

The future has begun

SHPOWER's Epprecht relies on the expert assistance and solutions provided by SEP when he needs them – something he didn't receive from his previous vendor.

"The people at SEP are always very professional. They are close to the customer. I can get ahold of them anytime without landing in some call center somewhere in the world. Compatibility problems are now in the past due to SEP's flexibility.

Our company can grow and we know we will always have a reliable backup solution with SEP sesam."

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SEP AG

SEP sesam is an enterprise backup, restore and disaster recovery solution for today's discerning computer environments. Deduplication and replication capabilities across distributed locations - as well as archiving - are key features of SEP sesam. Migration of data is scheduled automatically, regardless of storage technologies. The flexible backup and recovery of all common operating systems, virtual environments and hypervisors along with a multitude of applications and databases is realized absolutely reliable in over 50 countries.

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