

Faber and Faber selects CommVault to preserve future classics — CommVault Professional Services implement backup infrastructure to protect Faber's intellectual capital

QUICK FACTS

Industry/Solution:

- Publishing

Platform/File System:

- Windows 2000, 2003

Applications:

- Microsoft Exchange

Challenges:

- Integrate the NAS into a new SAN
- Upgrade its disaster recovery and archiving functions

Solution:

- CommVault DataArchiver
- CommVault DataMigrator
- CommVault Galaxy Backup & Recovery

Benefits:

- Faster and more reliable backups
- Optimized and boosted Faber's Exchange server performance
- Allowed Faber to implement a full disaster recovery and business continuity solution

Company Overview

Founded in 1929, Faber and Faber is the largest and best-known independent publishing house in the UK. Its commitment to quality publishing is reflected in the depth of its author list, which includes numerous Whitbread and Booker Prize winners and nine Nobel laureates. With famous authors ranging from T.S. Eliot, William Golding, P.D. James to Ricky Gervais, its reputation as an independent and cutting edge publisher and its acclaimed Poetry, Film and Drama publishing lists position Faber and Faber as a market leader.

Background

Historically researching famous authors and their works has been conducted manually — often recovering old hand written letters and manuscripts. Now this research needs to be completed on average, four times as fast. When researching how modern classics are conceived and then written, the ability to search through emails and documents will be a critical aspect — and the majority of which being archived or stored on long-term storage solutions.

The searching capabilities of any software used to archive would have to allow these documents to be found and traced with the utmost simplicity and the minimum time. The need to archive and backup this information would be crucial both from a legal compliance and a historical perspective.

The Challenge

In January, 2004 Faber and Faber conducted a full review of its IT infrastructure. One of the key findings was that it would need to integrate its existing Networked Attached Storage software (NAS) into a new Storage Area Network (SAN). It would also need to upgrade its disaster recovery and archiving functions. "Faber and Faber realized that it

would need to provide an effective backup and restore solution which becomes part of its disaster recovery and business continuity procedure." Said Ian Bridges, IT Director "It also needed to also ensure legal compliance for email and file data retention and to improve the performance of the exchange server through implementing data migration and data archiving."

After an initial audit of its HP NAS 2000, Faber realized that any solution it would need would require a solution to deliver a robust disaster recovery and business continuity practice, in addition to integrate its existing NAS into its newly designed SAN. Faber also realized it would need to maximize efficiency of its SAN and have the ability to restore data and systems quickly following a disaster. This would also allow Faber to be able to provide a complete audit trail of recoverability of communications. Lastly, but not least, Faber needed a solution that would be scalable, so it could and meet its future data capacity demands.

The Solution

After outlining its requirements, Faber commissioned CommVault Professional Services to outline and implement this data management solution. Its primary requirements were to redesign and reconfigure Faber's SAN and integrate its existing NAS appliance. As the solution was scoped out, CommVault recommended rolling out Commvault Galaxy, DataMigrator, DataArchiver and QuickRecovery solutions.

Over a 6 day period CommVault's Professional Services implemented its solutions into the new SAN infrastructure. During the redesign, the existing NAS appliance was integrated while rolling out improved back up and scalability needed to meet Faber's requirements.

Alasdair Kilgour, managing director of CommVault Systems adds, "In one unified product set CommVault was not only able to provide the Faber, a comprehensive a backup and recovery solution, it also offered a powerful storage resource management capability that fully enables to report on, monitor and trend its application data growth".

CommVault's suite of software provides fast, granular backup and recovery of distributed environments. "Unlike other solutions, Galaxy addresses storage resources and data as logical entities rather than physical resources," says Ian Bridges. "Our key publishing data is logically mapped to storage resources, which eliminates administrators' need to identify the physical location of data before a restore. It also meant that the entire backup process was automated. Given the increasing data growth, this really freed up time"

Results

Once the Galaxy, DataMigrator and DataArchiver solution was fully implemented, the time taken to do manage and back up was dramatically cut. "Thanks to CommVault,

we believe this will achieve a man time reduction of 1 man day per week," said Ian Bridges. "This alone gives us the capacity to proactively plan for future expansion". Other benefits that the CommVault solution delivered were:

- Better ability to manage assets
- These solutions better positioned Faber as the market leader for technological advancements for literature
- It better enabled Faber to adhere to key data compliance regulations
- It Optimized and boosted Faber's Exchange server performance
- It enabled Faber to implement a full disaster recovery and business continuity solution

Ultimately, while it was important to ensure that Faber was adhering to data protection laws, compliance is just a small part of archiving. This solution is designed to be able to retrieve archived information that could have cultural impact and manage information which is classed as assets.

"Correspondence between publisher and author plays a critical part in the cultural understanding of the formation of literary works — whether books, news articles or poetry." said Ian Bridges. "As literature has become more reliant on technology so have the communication methods between authors and their publishers. Email has become a major factor, almost entirely replacing the handwritten letter from the days of Eliot. This is not just about providing organizational benefit. This is about looking into the future, 10, 15 even 100 years from now and allowing individuals to be able to read the communications that go into making today's modern classics. Implementing this solution has helped us continue our ongoing commitment to our authors and their works. It might be high-tech but I feel it is something of which Faber's founders would certainly approve."

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