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**Effective Enterprise
Data Management with
Veritas NetBackup™ and
Symantec Enterprise Vault™
Software Solutions**

Now from Symantec™

White Paper: Enterprise Solutions

Effective Enterprise Data Management with Veritas NetBackup and Symantec Enterprise Vault Software Solutions

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Introduction

Solving today's enterprise data management challenges

The explosion of data and increasing pressure on IT to provide dependable recovery of files and email on enterprise networks requires an effective data management strategy that meets both long- and short-term needs. Long-term planning considers the software, hardware, and technical resources needed to meet not only recovery time and recovery point objectives (RTO/RPO) required by business units, but also new challenges such as legal discovery and compliance. Unfortunately, daily IT demands often hamper effective long-term planning and force administrators to fight fires. The right data management solution helps enterprises effectively tackle short-term pains such as smaller backup windows and uncontrolled email growth while also providing the scalability and flexibility needed to meet broader strategic goals. This paper discusses how two solutions from Symantec—Veritas NetBackup™ for data protection and Symantec Enterprise Vault™ for archiving— can help enterprises address both short- and long-term data management challenges.

At the core of every data management strategy lie backup and recovery. Yet, many enterprises today find their backup and recovery process strained; they still struggle to:

• Recover data simply, reliably, and efficiently
• Protect and manage growing volumes of data across storage tiers
• Reduce the cost and complexity of data and information management

To tackle these problems, IT and backup administrators should consider not only advanced data protection methods for faster backup and recovery, but archiving as well. The deployment of Symantec Enterprise Vault, in combination with Veritas NetBackup, can relieve backup and recovery problems by removing static and duplicate data from the daily backup process. More important, deploying archiving enables IT groups to manage data growth proactively and leverage the benefits of a centralized repository of corporate data.

Background

It is not uncommon for an enterprise today to support thousands of desktops and hundreds of servers hosting email systems and a variety of enterprise applications. Not long ago, applications, systems, and files were largely centralized and manageable. Today, both end-user expectations and the number of enterprise applications have increased, pacing the exponential growth of data. With this growth, enterprise data has spread across remote sites and data centers, making rapid recovery and protection more difficult.

Of course, data protection methods have evolved to help enterprises manage this situation. Disk-based backup and solutions for both desktops and remote site protection have existed for some time. More recent methods of data protection, such as synthetic backups and snapshots, have emerged to help address backup and recovery needs. Yet, despite these new methods for data protection and the decreasing cost of disk storage, many backup administrators continue to rely on traditional methods and, consequently, struggle not just to protect data, but to provide rapid and granular recovery of valuable data that have been lost or corrupted.

The recent growth in unstructured data and the increasing reliance on email to communicate and exchange documents have dramatically increased the stress of data protection and management. Many companies, in fact, now consider email to be mission critical. Recent studies suggest that email storage now contains as much as 75% of a company's intellectual property. How do organizations protect their growing email data backed up nightly when email is expected to be available 24 x 7? What if a legal challenge required IT to find files and email related to last quarter's earnings? With little extra time to maintain backup windows, IT administrators are facing a significant challenge to meeting stringent business requirements. Amid exponential data growth and increasing user demands for data recoverability, IT budgets remain largely flat. There is a cure for this pain. When used together, Veritas NetBackup software for advanced data protection and Enterprise Vault software for archiving and email management provide a powerful and viable approach for addressing both current and future data management challenges.

Email becomes mission critical

"…email has become a de facto record repository, a burden that email systems as we know them can barely handle."

"Message Therapy," Worthen, Ben, *CIO Magazine*, January 15, 2005. *http://www.cio.com/archive/ 011505/compliance.html*

Data protection

Faster, easier backup and recovery

Data protection technology is stable and mature, which means that most enterprises already rely on it. Yet, the definitive reason to back up data remains the ability to recover it. But how quickly and how much data can be recovered varies significantly across enterprises. While data protection technology has matured over the past ten years, new innovations in NetBackup software give corporate enterprises more options and methods for data protection. New and improved features in disk-based backup, reporting, server recovery, and scalability can increase backup performance and reduce administrative costs even further.

Effective Enterprise Data Management with Veritas NetBackup and
Symantec Enterprise Vault Software Solutions

NetBackup 6.0 delivers enhancements and new features designed to improve and simplify how administrators control, protect, and recover their enterprise data, regardless of where or how the data is stored. Increased scalability and reliability for 24 x 7 enterprises helps them protect and recover data with confidence. Key new features allow you to:

• Manage, monitor, and report on your NetBackup environment through a Web-based portal.

• Redefine recovery with optimized disk-based data protection functionality.

• Instantly back up and recover data using a variety of snapshot technologies.

• Consolidate disk-based data protection for Network Appliance NAS, FAS, and server environments.

• Recover both data and servers from one console. The integrated Bare Metal Restore™ option ensures that anyone familiar with NetBackup can quickly rebuild a single server or multiple servers in parallel.

• Protect your investments in legacy systems and hardware while also supporting emerging databases and applications. NetBackup 6.0 sets the bar for platform support and includes new technologies such as Microsoft® SQL Server 2005, Microsoft SharePoint® Portal Server 2003, and Lotus Notes® R7.

The leadership of NetBackup in heterogeneous data protection means that business needs, rather than software limitations, drive IT infrastructure decisions. As business needs evolve and IT infrastructure needs change, data protection and recovery using NetBackup remains painless.

Archiving

Solving the data management challenges of tomorrow

Despite the ease of protecting data with NetBackup, the importance of email and the rise in both electronic discovery and compliance requirements present both storage and backup administrators with new challenges. Backups, as secondary copies of data, are designed to help companies recover data damaged as the result of human error or another event, including a natural disaster. By contrast, archiving takes copies of primary data that are no longer needed on a daily or short-term basis and moves that data to another location (ideally, less expensive storage), where it is archived for the

Customer Success Story

"One huge benefit of NetBackup has been a significant savings in time, since our backup notification process has been streamlined via email. I now receive an automatic notification of the status of the backup each morning, including warnings for any job that did not complete successfully. That makes my job a lot easier."
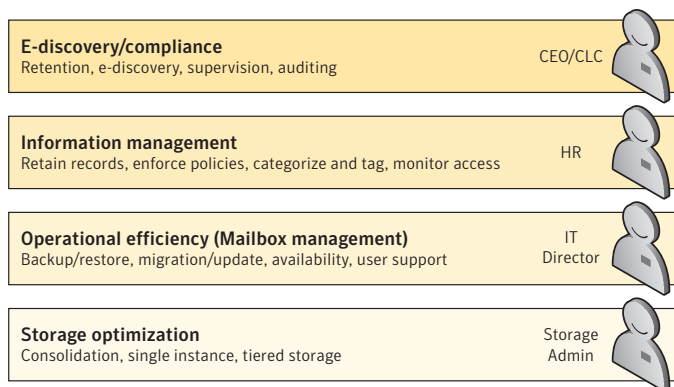
Bernie van Helden, UNIX/Database Administrator for Renault F1 Team http://www.symantec.com/enterprise/ solutions/successes/detail.jsp?csid= renault_f1_team

long term. Given the amount of duplicate data that exists within enterprises, especially within email systems, reducing primary storage through active email archiving can substantially improve backup and restore performance.

Symantec Enterprise Vault software provides a flexible archiving framework to enable the discovery of content held within email, file system, and collaborative environments, while helping to reduce storage costs and simplifying management. Enterprise Vault manages content via automated, policy-controlled archiving to online stores for active retention and seamless retrieval of information. The built-in powerful search and discovery capabilities of Enterprise Vault are complemented by specialized client applications for corporate governance, risk management, and legal protection. Implementing Enterprise Vault helps reduce business and IT risks and addresses data management challenges surrounding storage management, compliance retention and discovery, and email upgrade, migration, and consolidation.

Key benefits and beneficiaries of Enterprise Vault

E-discovery/compliance Retention, e-discovery, supervision, auditing	CEO/CLC
Information management Retain records, enforce policies, categorize and tag, monitor access	HR
Operational efficiency (Mailbox management) Backup/restore, migration/update, availability, user support	IT Director
Storage optimization Consolidation, single instance, tiered storage	Storage Admin

A brief examination of these benefits will help clarify how Enterprise Vault addresses common data management challenges.

• **E-discovery and compliance.** Any IT administrator who has had to respond to a corporate lawsuit or monitor compliance understands the difficulty and pain of aggregating and delivering files, messages, or other content for legal scrutiny. Discovery Accelerator, a highly configurable add-on solution from Enterprise Vault, automates the gathering, review, and markup process related to lawsuits. It enables IT to quickly deliver specified content and provides the legal team

with a tool to manage the review process. Compliance Accelerator, another configurable add-on solution, has similar functionality as Discovery Accelerator; this solution helps companies in financial services, healthcare, energy, and other heavily regulated industries systematically monitor corporate data on an ongoing basis.

- **Information management.** With an indexed online archive, customers can search available content using different keywords and search terms, including Microsoft Outlook® message categories. Enterprise Vault indexes email, including attachments, and more than 255 file types. For example, the ability to search data based on Microsoft Exchange categories, enables a law, accounting, or professional services firm to quickly recall all email messages as well as attachments across an organization that relate to a particular category or search term.

- **Operational efficiency.** By reducing the size of data stores in applications such as Microsoft SharePoint Portal Server or Microsoft Exchange, organizations improve both the performance of primary applications and the speed with which they can protect the underlying data. Search tools within Enterprise Vault, such as those that allow users to search the archive, enable IT groups to improve their Service Levels Agreements (SLAs) by simply automating many administrative tasks.

- **Storage optimization.** Enterprise Vault acts as an online archive for older items that are moved from primary application storage (for example, from Microsoft Exchange Server) according to customer-defined policies. Enterprise Vault also leverages single-instance storage and compression technologies to further reduce the footprint of data. By controlling the size of the message store, the applications and servers hosting them remain focused on real-time transactions. The online archive also enables customers to rationalize their storage resources and dedicate primary storage to dynamic and transactional data. Older, less frequently accessed content can be moved to a secondary or tertiary storage device, saving money for more strategic purposes.

Enterprise Vault also facilitates the practical management of policies for both online and offline email. For online email, it can enforce mailbox quotas but still provide access to archived email through shortcuts, which appear like regular email, that remain in a user's inbox. For offline email, Enterprise Vault can find user .PST files on the network or individual machines and move them into a central archive, ensuring that all email remains protected and in compliance with corporate policies. The archived email can be made accessible to end users regardless of whether they are online or offline. Additionally, the Enterprise Vault archive can be a strategic component

Customer Success Story

"Enterprise Vault enabled us to address the business issues associated with the retention of data . . . and satisfied both our legal and IT teams. With Enterprise Vault, we don't have to worry about email and content archiving issues."

*Ramesh Varsani, LAN Systems Manager
Inmarsat
http://sales.veritas.com/custref/
viewReference/ViewReference.jsp?
source=search&crefId=50011611*

in Microsoft Exchange migrations or consolidation efforts, because it consolidates data from multiple systems into a single repository where it can be transferred easily to new hardware or an upgraded Exchange environment.

Implementing Enterprise Vault helps reduce business and IT risks and addresses data management challenges surrounding storage management; compliance retention and discovery; and email upgrades, migrations, and consolidation.

Archiving and data protection combined

Optimizing data management

The combination of new backup and recovery technologies with archiving enhances traditional backup and recovery or archiving alone by reducing the size of data stores of applications such as Microsoft Exchange, Microsoft SharePoint, or other file servers. Small data stores shrink backup and recovery times, and can help save money on storage and storage management. More important, this archived data can be leveraged for greater value through search and retrieval tools. End users benefit from the ability to initiate their own restores quickly, and IT groups spend less time on administrative requests. Freed from end-user administrative tasks, IT can focus on strategic projects and better meet business requirements.

Finally, Veritas NetBackup and Symantec Enterprise Vault provide integration that enables customers to define automatic, policy-based migration strategies that move archived data from disk managed by Enterprise Vault to tape or other media managed by NetBackup, helping customers leverage their backup infrastructure to manage archived data.

Customer Success Story

Q Associates, a leading IT consulting firm based in the United Kingdom, adopted the two technologies side by side. With the help of Professional Services from VERITAS, now Symantec, Q Associates had the new archiving system up and running alongside an existing implementation of NetBackup within 24 hours. Their decision to add Enterprise Vault archiving was based on a need to take back control of their growing Microsoft Exchange 2000 email environment, minimize new storage purchases for email, and upgrade to a new version of Exchange.

The results were phenomenal. Not only did they achieve what they set out to accomplish—reducing the size of their Exchange store from 30 gigabytes to just 12 gigabytes, and their backup window from seven hours to 90 minutes—these efficiencies enabled them to defer new hardware purchases and extend their existing IT investments.

http://sales.veritas.com/custref/ searchReference/SearchReference Results.jsp?_requestid=1313

NetBackup also can protect the Enterprise Vault archive by migrating it to tape for longer
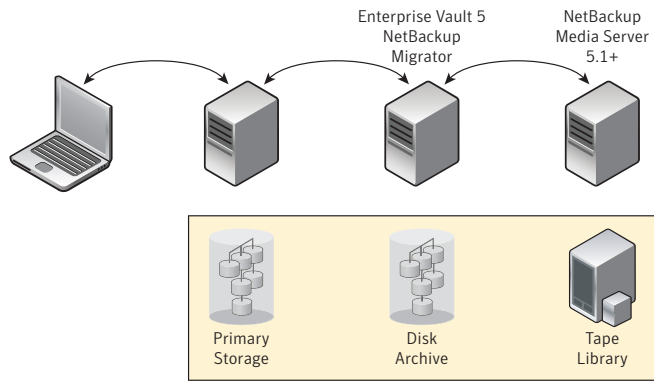term storage, as shown in Figure 1:

Figure 1. Enterprise Vault integrates with NetBackup to protect the disk-based archive.

Recognized market leadership

Both customers and industry analysts recognize the value of Symantec Enterprise Vault and
Veritas NetBackup software solutions. The analyst firm Gartner placed Symantec Enterprise Vault
in the Leaders Quadrant in its "Magic Quadrant for E-Mail Active Archiving, 2005" report.[1] The
Gartner report cites mailbox management and the need to comply with laws and regulations that
directly or indirectly require the retention and supervision of email as the primary factors driving
the
rapid growth of the email archiving market. Gartner also placed Veritas NetBackup in the Leaders
Quadrant in its "Magic Quadrant for Enterprise Backup/Recovery Software, 2005" report.[2]
Symantec Enterprise Vault and Veritas NetBackup software solutions continue to lead in market
share, innovation, and the ability to execute. Both products set the pace for the competition.
Effective partnerships with a variety of IT vendors enable flexible solutions for heterogeneous data
management across a wide range of hardware, operating systems, and software applications. In
today's IT environments where data, and particularly email related data, can grow at exponential
rates, combining market-leading data protection and archiving products can help companies
effectively address their data management problems today and in the future.[3]

[1] "Magic Quadrant for E-Mail Active Archiving, 2005," Carolyn DiCenzo and Kenneth Chin, (April 4, 2005).
[2] "Magic Quadrant for Enterprise Backup/Recovery Software, 2005," Carolyn DiCenzo and Raymond Paquet (July 22, 2005).
[3] The Magic Quadrant is copyrighted April 2005 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a market-place at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

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Additional resources

Resources for further details:

NetBackup product page: www.symantec.com/netbackup

NetBackup and LandAmerica Customer Success Story

Enterprise Vault product page: www.symantec.com/enterprisevault

"Enterprise Vault Integration with NetBackup" white paper (PDF):

"Magic Quadrant for E-Mail Active Archiving, 2005" (PDF)

About Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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