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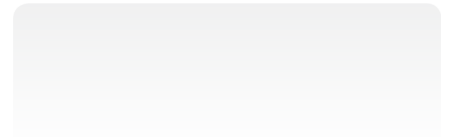
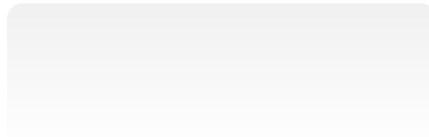
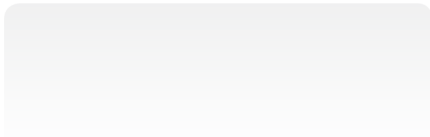
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## Case Study

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# University of Bath chooses CommVault for its Data Protection needs



## SIMPANA.



## Customer Profile

Located in an attractive campus about a mile from the centre of the city, The University of Bath is one of the UK's leading universities, with an international reputation for research and teaching at the highest academic standard. It is ranked in the top ten of the country's annual university league tables.

The University encourages a distinctive approach that emphasises the education of professional practitioners and the promotion of original inquiry, as well as innovation in partnership with business, the professions, public service and the voluntary sector and hosts some 9,000 undergraduates and almost 4,000 postgraduates, of which approximately 1000 are involved in research degrees.

Dedicated to supporting the development of the Claverton campus and the research programmes it hosts, the University is currently completing a £50 million redevelopment programme to ensure that its research and teaching are of the highest quality. Future plans will devote more resources to strategic planning and to develop stronger collaborative links with other universities, further education colleges, businesses, the professions, the public services and the voluntary sector.

Of the 150 technical staff working on campus, 50 are responsible for the management and maintenance of the University's IT infrastructure and services which are critical in supporting daily operations, research programmes and future development.

## The Challenge

As a result of generating a tremendous amount of data, some 26 terabytes, from 600 clerical staff supporting the administration needs of the student body, through to the immense demands of the scientific and academic research programmes, Bath University was struggling to manage its storage cost effectively.

Protection, storage and accessibility of Bath University's data is critical because it is a crucial element of the University's research portfolio which, in terms of grants and contracts, was valued in excess of £92,000,000 in 2007.

The sheer volume of data, 17 Terabytes or 56 million files on Netapp and 12 million files or 9 terabytes spread across servers, totalling 68 million files or 26TB of data, meant that the University's IT Services faced an intensive management challenge, this was further complicated by the demands of planned large scale research collaboration which will result in massive demands on data storage and protection – a challenge that the existing IT backup infrastructure couldn't meet effectively.

Bath University IT Services manage and maintain a diverse range of systems encompassing Linux, UNIX, Solaris and Microsoft, with a number of storage platforms that include various SAN and NAS solutions and two Qualstar XLS 820500 LTO4 tape libraries.

To deal with the heterogeneous IT environment the IT Services Team had been split into two, one for UNIX and one for Microsoft platforms. With the rapidly increasing data volumes it was becoming apparent that a move to a more efficient enterprise data protection solution was required. Reporting was basic with limited features and backup & restore was at times unreliable, with backups not always

completing successfully. This resulted in staff in the IT Services teams spending time trying to fix the cause of failure and then restart the failed backup.

In all, 250 servers were running to manage data demands but with no centralised management functionality in place this was becoming time consuming and too resource intensive to maintain. ***"It was clearly time for a change,"*** said Mark Edwards, Systems Administrator, IT services, University of Bath. ***"What was apparent was the University needed to move to an enterprise level solution, and quickly."***

## The Solution

With a complex mix of storage hardware, and bound by compliance to government, research councils, and professional bodies guidelines for data retention, increasing amounts of research data and a need from the faculty to access and use the data on demand, the IT services team chose re-evaluate how it could manage data backup and archiving.

***"Over a period of some three months, we assessed the latest versions of the tools available from the vendors we had worked with in the past,"*** explained Edwards. ***"We also conducted extensive market research and then real time testing was completed. The conclusion we arrived at was that CommVault's Simpana software was more reliable overall and had the most comprehensive reporting features. We also liked the policy based administration, and of course took the price point in to consideration."***

To also fully address the issue of back-up within the Microsoft environment, IT services then undertook a proof of concept review with Simpana.

***“CommVault gave us the much needed Windows functionality, such as the main directory controls and the restore tools for specific directories. It was also the only solution that could provide merged restores as all others assessed had required a full restore with incremental back-ups completed for additional data yet CommVault applied all this automatically,”*** continued Edwards.

Since the implementation of Simpana, Bath University has experienced much more reliable back-ups, with as much as a 25% improvement, and so has a lot more confidence in its data management system overall. The previous way of working, which was management intensive, has been improved with an efficient and centralised reporting mechanism that is easy to use. ***“This not only gives us much needed visibility into the system but we can see what is backing up, how long it is taking and then pro-actively identify areas for archiving,”*** Says Edwards. ***“With Commvault Simpana we estimate to have saved 30% in time associated with data protection tasks.”***

CommVault's Simpana proved easier to manage and now backs up 61 hosts including 54 Windows and 4 Linux servers. The additional functionality in the CommVault Simpana software suite, has enabled the team to do much more, implementing features such as highly configurable policy driven administration, archiving, synthetic backups, Active Directory and SQL Server agents for more granular restore capability, abilities not only embraced by the team, but which also equate to a lower total cost of ownership. With the successful roll out of backup on Microsoft servers completed with CommVault, the University's IT Services

team is now in the process of moving the Unix Solaris environment over to CommVault Simpana Version 8. ***“Simpana is reliable, and offers efficient administration with much improved reporting capabilities - we are very happy,”*** added Edwards.

#### **Conclusion**

Retention and access of data not only forms a major element of the daily running of the campus, it is also a crucial aspect of the revenue generating academic research function of the University. ***“Despite a complex, legacy IT infrastructure, CommVault's unified software approach has delivered an impressive range of features to support the management of backup across multiple storage environments,”*** said Steven Rose, EVP for CommVault EMEA. ***“By simplifying data management and increasing the efficiency of backup and recovery processes, Bath University's IT Services have not only secured the integrity of high value data, but are now more flexible, reactive and better able to support the future demands of the University's internationally important research programmes.”***

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