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**Ewan Johnson**  
Quantum Storage UK

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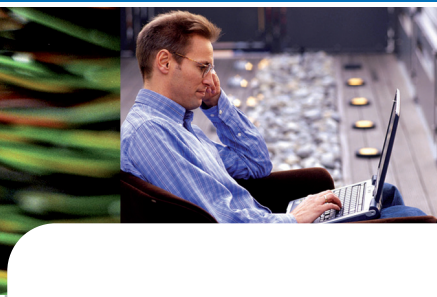
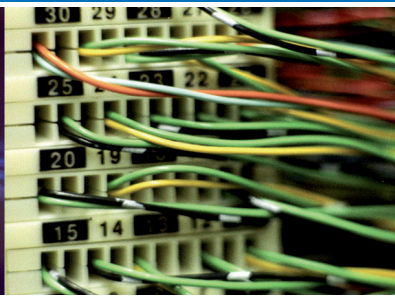
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# BT Retail Relies on Quantum to Streamline Critical Common Services Environment

## MEETING THE DEMAND FOR UNINTERRUPTED, HIGH PERFORMANCE

Challenged by the need to provide uninterrupted, high performance access to critical common services, one of the world's leading providers of IT and communications solutions chose Quantum Scalar® i2000 tape libraries to meet the demands of its high-duty-cycle data centre operations. The solution provides BT Retail with high performance data protection that scales to protect the company's large UNIX and Microsoft Windows environments. Seamlessly integrated with Veritas NetBackup software from Symantec, the Quantum environment delivers high availability, superior performance, and continual scalability—and a single platform to manage, protect, and recover data across the company's storage tiers, locations, and operating systems.

## A WORLD LEADING PROVIDER OF COMMUNICATIONS SOLUTIONS

BT is one of the world's leading providers of communications solutions and services operating in 170 countries. The company's principal activities include networked IT services, local, national and international telecommunications services, and higher-value broadband and internet products and services. BT consists principally of four lines of business: BT Global Services, Openreach, BT Retail and BT Wholesale.

BT Retail is a major force in the communications market, with 18.3 million customers, 18,000 staff, and annual revenues of \$17 billion generated in 2005-06. Customers are at the heart of BT Retail business, which focuses on developing new market opportunities and innovative products and services. For the consumer market, BT Retail develops and delivers innovative propositions, such as BT Fusion, BT Talk Together, entertainment, BT Answer, BT Vision and BT Broadband. For business customers, this means developing bespoke solutions and giving advice on important areas of business strategy.

BT Retail has created a common services data centre infrastructure which supports many of the most critical applications within BT Retail. These include a hosted exchange environment, service delivery platform, an Oracle shared platform on Oracle 10g, and the BT Vision platform. BT Vision is the new digital TV service available for BT Total Broadband customers, offering access to Freeview digital TV channels as standard and the choice of an enormous range of on demand entertainment; available whenever customers want it at the touch of a button. This core infrastructure is operated across two data centres: Telehouse Docklands and a highly resilient BT data centre at Hemel Hempstead.

A Veritas global cluster solution has been deployed to monitor and manage the backups, replication jobs and local Netbackup clusters at the BT Telehouse and Hemel sites. In the event of a site outage, the solution controls the shift of HDS Truecopy replication roles to the secondary site, bringing up the critical Netbackup application and redirecting traffic with a single command or mouse click, from one cluster to the other.

## MEETING THE DEMANDS OF INTENSIVE DATA CENTRE OPERATIONS

Based on rigorous service agreements aligned with BT's business need, BT Retail has deployed three Quantum Scalar i2000 intelligent tape libraries to meet the demands of its high-duty-cycle data centre operations. The strategy also supports BT Retail's integration of next-generation virtual backup solutions. The Scalar libraries feature Quantum's iPlatform™ architecture and integral iLayer™ management software to provide an unmatched level of control over the backup process.

iPlatform provides a server-class main controller, distributed control processors, and I/O blades, all linked by an embedded communications area network. iLayer helps BT Retail improve the manageability of its backup process by integrating advanced diagnostics services, library resource management, and I/O management inside the library.

"After ensuring complete data protection, our over-riding objective is to reduce management time and improve the overall reliability of the backup process."

**Jon Olby,**  
Technical Architect, BT Retail

## KEY BENEFITS

- ☛ Delivered high availability, superior performance, flexibility and continual scalability
- ☛ Single platform to manage, protect, and recover data across storage tiers, locations, and operating systems
- ☛ Provided unmatched level of control over the backup process
- ☛ Redundancy protects libraries and drives from any single point of failure in the power system
- ☛ Failover automatically routes data to a failover path in the event of failure
- ☛ Secure separation of backup data across the 3 tier data centre architecture
- ☛ Helped minimise BT Retail's cost and complexity through the use of one unified data protection solution
- ☛ Met backup windows demanded by SLAs with faster backups, improved storage utilisation, and more flexible disaster-recovery plans

## SOLUTION OVERVIEW

- ☛ Three Quantum Scalar i2000 intelligent enterprise libraries
- ☛ Veritas NetBackup 6.0 MP5 from Symantec
- ☛ Tape technology: LTO-3 drives
- ☛ Storage Area Network (SAN)-ready solution

Power redundancy means that the libraries and their drives are protected from any single point of failure in the power system. Moreover, Fibre Channel port failover feature automatically routes data to a failover path if a library port, switch port, or the cabling connection between the switch and the library fails. And partitioning means the libraries behave like multiple, independent non-partitioned environments for most practical purposes. BT Retail utilises this i2000 partitioning function extensively to segregate their backup data within the data centre aligned to their 3 tier data centre architecture. Four partitions exist in each i2000 to segregate backup data for the DMZ, middleware and secure tiers as well as a separate partition that is destined to act as a repository for offsite backups.

All of this is wrapped within a Veritas NetBackup software solution from Symantec. This provides the leading telco and IT services provider with a single platform to manage, protect, and recover data across the BT Retail storage tiers, locations, and operating systems. Among the many advanced disk-based data protection features which this world leading communications solutions provider is using include virtual tape library (VTL) controls, support for third-party disk appliances, Intelligent multipathing of tape drives and snapshot capabilities. Moreover, NetBackup also provides integrated data protection and recovery for BT Retail's SAN storage, critical applications, databases, and servers.

### REDUCED MANAGEMENT TIME AND IMPROVED BACKUP RELIABILITY

Jon Olby, Technical Architect at BT Retail comments, "The integrated solution provides the capability for complete data protection, our over-riding objective is to reduce management time and improve the overall reliability of the backup process. First and foremost, the Scalar libraries offer a watertight means of backing up our SAN environment and standalone clients. Functions such as partitioning, mixed-media operations, data path readiness checks, and self-diagnosis are all helping to streamline the backup and recovery operation."

Data is backed up to the three Scalar i2000 libraries across a Storage Area Network (SAN) underpinned by Cisco 9509 and 9513 switches. NetApp virtual tape libraries are planned to go live shortly and will provide cross site staging for automated offsite replication of backup data between sites to backend i2000 partitions. All client and SAN based backups including the control of the i2000 libraries and Netapp VTLs at both sites are centrally managed by Netbackup running on the Hemel based Solaris 10 VCS cluster with a GCO standby node located in Telehouse. A HDS storage virtualisation solution is deployed at both sites which hosts client storage and the replicated Netbackup catalog. It is this storage platform in unison with the Symantec, Quantum and Netapp solutions that are helping transform existing heterogeneous multi-vendor storage and backup systems into a single storage and backup pool for SAN and client based backups. This in turn simplifies the storage and backup provisioning and management, lowering backup time, improving recovery time, space, and cost with a much improved DR capability.

Overall, the Quantum library environment is helping to minimise BT Retail's cost and complexity through the use of one unified data protection solution. It is meeting backup windows demanded by the SLAs with faster backups, secure separation of backup data, improved storage utilisation, and more flexible disaster-recovery plans. "The Quantum Scalar i2000 deployment was highly successful," said Jon Olby. "Essentially it does exactly what it was designed to do: deliver high availability, superior performance, flexibility, and continual scalability."

### ABOUT BT RETAIL

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# Quantum®

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### About Quantum

Quantum Corp. (NYSE:QTM) is the leading global storage company specialising in backup, recovery and archive. Combining focused expertise, customer-driven innovation, and platform independence, Quantum provides a comprehensive range of disk, tape, media and software solutions supported by a world-class sales and service organisation. As a long-standing and trusted partner, the company works closely with a broad network of resellers, OEMs and other suppliers to meet customers' evolving data protection needs.