



City of Zagreb

City of Zagreb uses EMC NetWorker to take the pain out of daily backups

Benefits

- Reduced the time needed to complete daily backups from more than 10 hours to just three hours
- Delivered 100 percent availability of e-mail systems to 2,500 users
- Achieved an IT management cost saving of 30,000 euros per year
- Managed a complex IT environment across several sites with a reduced IT staff

Business overview

Zagreb, the capital of Croatia, is the country's fastest growing city. With a population of 1 million, Zagreb is also the largest local government organization in Croatia. It employs more than 2,500 people to deliver city services, including infrastructure, health, and education.

Challenges

A recent period of modernization has seen the city of Zagreb become more sophisticated in its use of information technology. The organization is in the process of moving to a paperless work environment across its several office sites. This has led to a significant growth in information. The city of Zagreb has also introduced a contact center which hosts an emergency call facility offering services for the citizens of Zagreb. The plan for the future is to extend the same services to all 33 public companies within the Zagreb holding.

The city's staff of 2,500 rely on Lotus Notes for e-mail. The city also runs three operating systems: Novell Netware, Microsoft Sever, and HP-UX. Across its server environment, the city has more than 10,000 unstructured files which need to be backed up regularly. It also has 4 terabytes of productive data on its network. A rapid increase in the amount of information was putting pressure on the city's IT infrastructure and, in particular, its backup systems, resulting in daily backups of more than 10 hours.

The previous backup software used by the city of Zagreb was struggling to meet requirements. Because the solution was not centralized, it didn't cover all critical systems and applications, and the system was not providing the level of detailed information replication the fast-growing organization required. A lack of reporting tools in the old backup software meant no insight was provided into where critical flaws lay in the network, and as a result the city experienced regular server failure. As more applications were added to the business the existing backup system became even more ineffective.

The city of Zagreb realized that to avoid continuing problems and to support continued expansion, it needed to centralize and consolidate its business processes. The first step was to implement a storage area network (SAN) that would allow centralized storage management. To effectively back up the SAN environment, the city turned to EMC partner and systems integrator Storm Computers to help it come up with an answer.

Business profile

City of Zagreb

Government agency for the capital of Croatia, the fastest growing city in the country, with a population of 1 million.

Industry

Government

Geographies

Croatia

Business solution

Backup and recovery

EMC software products

EMC NetWorker, EMC Backup Advisor

Deployment summary

Deployed EMC NetWorker in May 2005 to support 2,500 city users

EMC partners

Storm Computers

Storm Computers collaborated with the city to identify key drivers for the implementation of a new storage and backup environment, including:

- Centralization of the whole backup process for all city government departments
- Improved manageability of backup and recovery processes
- A scalable solution that would cope with the introduction of new applications, technologies, and applications
- Ability to generate reports, analysis, and plans for backup processes with different rules and policies
- Ability to provide management and monitoring of all backup devices and processes through one management point
- Measurable return on investment (ROI)

EMC solution

To meet its goals, the city of Zagreb chose EMC® NetWorker™, EMC NetWorker Autochanger software module, and EMC Backup Advisor to ensure reliable backup and recovery across their SAN environments.

Since deploying EMC NetWorker in May 2005, daily backups, which used to take more than 10 hours, are now completed in less than three hours. EMC software enables online backups as well as allowing city administrators to define backup schedules and manage backup operations centrally. Frequent server failure, which was a symptom of the old environment, is now a thing of the past. A 100-percent available IT environment has allowed staff to be more productive, enabling them to work an 8-hour day uninterrupted by system failure.

“In the past I was dedicating all my energy and resources to ensuring successful backups which was frustrating and time consuming. Now we have time to focus on our core business, how to deliver better services for the city of Zagreb and its people.”

Igor Plavcic, Operations Manager

EMC Backup Advisor ensures that Novell restores are running normally and the city of Zagreb has not experienced downtime while backing up its servers in the past year. The scalability of the new environment has meant new users can be added to the network simply and easily, and the organization's tape library and storage solution can be upgraded quickly when needed.

EMC Backup Advisor has also provided tools for monitoring, analyzing, and reporting on the whole backup process, including generating very detailed reports and planning capabilities which enable more efficient and cost effective provisioning of the city of Zagreb's IT resources.

Summary

Because the city was able to reduce or eliminate time spent getting failed servers up and running, the new system has delivered an immediate saving of 30,000 euros per year in reduced IT management costs. The new infrastructure improves efficiency for the IT staff, allowing them to easily support 2,500 users with decreased number of employees. Thanks to the improved manageability of the city of Zagreb's storage solution, the organization's entire backup process is managed by one centrally located systems administrator.



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Customer Profile
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