HCL: Ushering in Simplicity and Savings by Trading Traditional Backup Approaches for Cloud

KEY HIGHLIGHTS

Industry
IT solutions and services provider

The Challenge
Replace customers' traditional backup and archival practices with a new backup-to-cloud solution that accelerates backup times and improves RTO and RPO.

The Solution
Provide BackupNXT, HCL's next-generation backup-to-cloud offering, built with NetApp® AltaVault™ cloud-integrated storage appliances.

Benefits
- Extends IT dollars by cutting tape-based backup solutions by an average of 30%
- Lowers annual support costs by up to 35% and cuts management time by up to 50%
- Safeguards essential business data with TLS and AES 256-bit encryption

Answering the Call

From promoting and selling, to connecting with customers, to improving staff productivity and operations, data is what drives a company forward. Therefore, the ability to effectively and efficiently manage and protect vital information assets and keep them readily accessible is serious business. Yet with data volumes growing exponentially, it has become increasingly challenging.

In this data-driven environment, HCL Technologies Limited (HCL) has a winning strategy that involves a customer-centric, quality-as-a-service approach that focuses on solving business and operational challenges in innovative and money-saving ways. So when customers sought a more modern alternative to disk-to-disk-to-tape (D2D2T) backup and archiving, HCL rose to the challenge, creating an offering that satisfies customers and boosts HCL's competitiveness and profitability.

The Challenge
Finding a better alternative to tape

Motivated by customers' frustration with traditional, labor-intensive backup and archival practices and their escalating costs, HCL set its sights on redefining a manual, decade-old D2D2T strategy. The company envisioned a new data protection paradigm that would capitalize on the increasingly competitive pricing and limitless capacity of cloud-based backup while meeting customer mandates for savings, manageability, and compliance.

Seeking a superior and agile foundation for its BackupNXT solution, HCL chose NetApp AltaVault cloud-integrated storage appliances. Providing much more than a cloud gateway, AltaVault appliances quickly stood out against the competing solutions that HCL evaluated.

"AltaVault gives us everything we need to meet and exceed customer expectations for backup and recovery in the cloud," says Kumar Sumit, Product Manager at HCL. "It presents a compelling business case for customers already using cloud as well as for those who want to explore the possibilities."

The Solution
A successful customer pilot

The first candidate to consider HCL's AltaVault supported BackupNXT offering

"AltaVault gives us everything we need to meet and exceed customer expectations for backup and recovery in the cloud. It presents a compelling business case for customers already using cloud as well as for those who want to explore the possibilities."

Kumar Sumit
Product Manager, HCL Technologies Limited

was a global aluminum manufacturer producing high volumes of data across 30 remote sites. With so many locations to protect, and rapidly growing datastores, its D2D2T-based backup processes had become difficult, labor-intensive, and expensive. The manufacturer recognized the benefits that backing up to the cloud could deliver. But the company was having trouble making the switch because the backup software that it had used success-fully for years could not directly integrate with cloud resources. "That's where we came in with our AltaVault powered BackupNXT solution," says Sumit.

The company's IT decision makers were intrigued when they learned that HCL's new backup-to-cloud solution would enable them to keep the backup software they were comfortable using and support their choice of cloud provider. But they were really sold when they found out that this easily integrated solution would enable them to support a 99% SLA commitment for successful backup and restore. And they could meet the SLA with significantly less work and risk than the existing D2D2T solution. They could also take advantage of cloud scalability and pay-as-you-go pricing for growing storage needs.

With the green light to move forward, HCL oversaw the successful first pilot

of its BackupNXT solution. Five physical AltaVault appliances were deployed at five of the manufacturer's remote sites. They provide both a local cache for immediate restoration and a seamless gateway to Amazon Simple Storage Service (S3) resources. Advanced TLS and AES 256-bit encryption, deduplication, and compres-sion features support secure backups that are 2 to 12 times faster than in the previous tape-based environment. These backups also take up to 80% less space in the cloud.

"The pilot is going well, and plans are now under way to roll out the solution to all 30 remote sites," says Sumit. "Once everything is fully deployed, our next-generation backup and recovery solution will be securely and efficiently protecting over 200TB of our customer's data in the cloud."

Business Benefits
Lower cost and complexity, better protection
Supported by its new AltaVault based BackupNXT solution, HCL's manufacturing customer expects to save at least 30% over its previous tape-based processes. Time-consuming tape capacity planning for such a large enterprise will also be a thing of the past with flexible, pay-per-use cloud resources—made even more efficient with AltaVault storage and bandwidth-conserving features.

Banking on greater management simplicity, the company anticipates a 35% reduction in annual support costs and 50% less time spent managing its new backup-to-cloud environment. These savings are being accomplished with an AltaVault dashboard that provides single-pane visibility across all supported sites. Such visibility makes it easy for the IT team to remotely monitor and manage the environment as it is rolled out. Instant, self-service recovery is expected to free up even more of their time, as well as increase staff productivity across the enterprise by 50%.

A new revenue stream
Poised for success, HCL's new AltaVault sup-ported BackupNXT solution is attracting the attention of both existing and new customers who are eager to take advantage of:

- **Simplicity and choice.** By uniting cus-tomers' existing backup software and choice of cloud provider, BackupNXT streamlines deployment and expands options.
- **Fast, precise provisioning.** Cloud resources are instantly available with a simple click of a button, eliminating under- or overprovisioning concerns.
- **Automatic failover.** Redundant, secure repositories on site and in the cloud provide default access.

"The flexibility, simplicity, and cost advantages of our AltaVault powered BackupNXT solution really help sell it, and that gives us a great advantage over other offerings out there today."

Kumar Sumit
Product Manager, HCL Technologies Limited

- **The latest advances.** IT remains up-to-date on highly secure, cutting-edge storage and backup technology.
- **Lower pricing.** Cloud service provider competition continues to reduce resource costs.

Today, HCL is helping customers lower cloud adoption barriers with a secure, money-saving backup-to-cloud solution that is easy to deploy, operate, and scale. It can also be used to increase uptime and lower overall costs and risks for remote and branch offices.

"The flexibility, simplicity, and cost advantages of our AltaVault powered BackupNXT solution really help sell it, and that gives us a great advantage over other offerings out there today," concludes Sumit.

SOLUTION COMPONENTS

NetApp Products
NetApp AltaVault physical, virtual, and cloud-based appliances

Third-Party Products and Services
Backup and archival software solutions including those from EMC, Veritas, IBM, and Commvault

Leading cloud storage provider offerings such as Amazon Web Services (AWS) and Microsoft Azure

HCL Solution Accelerators and Services
HCL Cloud Implementation & Migration services

HCL MCOD—Managed Compute on Demand

HCL Cloud Consulting & Assessment services

HCL MyCloud—Hybrid cloud management and orchestration platform

HCL managed services

NetApp®

Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

www.netapp.com

Follow us on: