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Private Bank Relies On Veeam Backup & Replication for Speedy Backups and Minimal Downtime

"In my 20+ years of working in IT, both for service companies and at end-user sites, I have rarely encountered a more helpful support team. Veeam Support is truly that good!"

— *Jason Sarre, Assistant Manager, ICT*
ABN AMRO (Guernsey) Limited

INDUSTRY:

Private banking

COMPANY:

ABN AMRO (Guernsey) Limited

ABN·AMRO

ABN AMRO (Guernsey) Limited, based in Guernsey, United Kingdom, is a private bank that provides wealth management services to individual and institutional clients. It is a subsidiary of the ABN AMRO Banking Group, which is owned by the Dutch government.

THE CHALLENGE:

Replace a slow, manual VMware backup procedure with a fast, reliable solution.

The Business Challenge

The Information and Communications Technologies (ICT) Department at ABN AMRO (Guernsey) Limited is responsible for managing all data for the private bank. When the VMware backup and recovery process became too lengthy and cumbersome, Jason Sarre, Assistant Manager of ICT, began looking for another solution.

"The product we used at the time just wasn't up to the task," he explained. "Backups were taking too long to complete overnight and were flooding the network with traffic the next day, which greatly affected users. We tried a different product, but it was not sufficiently configurable and needed too much manual intervention to give us the all-round solution we needed."

Recarta IT, one of the UK's fastest growing IT solution specialists, recommended Veeam Backup & Replication to Jason and his team.

Kelly Price, Contracts Manager for Recarta IT, and her colleagues had already worked with the bank's ICT department extensively. "We knew reliability and speed were two key aspects of any new system or procedure that was to be installed at ABN AMRO (Guernsey) Limited," she explained. "That's how we knew Veeam Backup & Replication would be the perfect fit."

The Veeam Solution

Recarta IT gave ABN AMRO (Guernsey) Limited a trial copy of Veeam Backup & Replication. "Soon after installing it, I was instantly impressed with Veeam's ability to meet all our requirements," Jason said.

The first requirement was to improve backup speed. "The backup window improved significantly—from taking all weekend to several hours," he explained. "Now we can run backups every night without impacting our 24-hour operations. And, we experienced an immediate end to the overtime staff salaries being paid to support backups in the past."

The second requirement was to replicate virtual machines hosting client-facing applications. Since Veeam Backup & Replication is two products in one (backup and replication), this was a simple requirement to meet. "Thanks to Veeam, if a virtual machine goes down, we can quickly fail over to a standby virtual machine with minimal downtime," Jason said. "This results in higher system availability and happier clients. We've also been able to update our business continuity plans due to the improvement in cross-site replication of our essential systems."

To learn more, visit: www.veeam.com

THE SOLUTION:

Veeam Backup & Replication™

RESULTS:

- Decreases backup window from all weekend to just hours
- Increases system availability for clients by quickly replicating virtual machines that host client-facing applications
- Provides fast and simple file-level restores, increasing response time to user error

VEEAM PARTNER:

Recarta IT

recarta
intelligent IT solutions

Since its management buyout in 2008, Recarta IT has established itself as a Premier UK consolidation and virtualization specialist by adopting the best products in the high-end server and storage marketplace. Over the past 12 months, Recarta IT has gone from strength to strength in designing, delivering, and implementing complex server and storage solutions for numerous customers covering a wide range of industry sectors. Recarta's ability to grow revenues by 500 percent, as well as becoming an IBM Premier Business Partner, Citrix Silver Partner, VMware Professional, and Veeam Gold Partner endorses the fact that it is one of the UK's fastest growing IT resellers.

The third requirement was fast and simple file-level restoration. "The ease with which we can implement file-level restores from backups gives us a much faster response time to dreaded user error," he added. The file-level restore process used to take up to 24 hours. Now it takes less than 30 minutes with Veeam.

The Results

Decreases backup window from all weekend to just hours

Once Veeam Backup & Replication was implemented at ABN AMRO (Guernsey) Limited, the VMware backup window decreased from all weekend to several hours. That means backups no longer run into the next day and impact operations. And, no staff overtime must be paid to support the long and laborious backups of the past.

Increases system availability for clients by quickly replicating virtual machines that host client-facing applications

If a virtual machine that hosts client-facing applications goes down, the ICT Department uses Veeam Backup & Replication to fail over to a standby virtual machine, resulting in minimal downtime, higher system availability, and happier clients. In addition, the ICT Department successfully improved cross-site replication of its essential systems, which enabled Jason and his colleagues to update their business continuity plans.

Provides fast and simple file-level restores, increasing response time to user error

Before Veeam Backup & Replication was implemented, the file-level restore process took up to 24 hours. Now it takes less than 30 minutes with Veeam, increasing the ICT Department's response time to user error.

About Veeam Software

Veeam Software, a Elite-level VMware Technology Alliance Partner, develops innovative software to manage VMware vSphere. Veeam vPower™ provides advanced Virtualization-Powered Data Protection™ and is the underlying technology in Veeam Backup & Replication™, the #1 VMware backup solution. Veeam ONE™ provides a single solution to optimize the performance, configuration and utilization of VMware environments and includes: Veeam Reporter™—VMware capacity planning, change management, and reporting and chargeback; Veeam Business View™—VMware business service management and categorization; and a choice of VMware monitoring options including the nworks Management Pack™—VMware management in Microsoft System Center, the nworks Smart Plug-in™—VMware management in HP Operations Manager, and Veeam Monitor™—framework-independent VMware monitoring.

Learn more about Veeam Software by visiting www.veeam.com

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