



Hitachi Storage Solutions at Work

BAWAG P.S.K.

Industry

Financial Services

Solution

Hardware: Hitachi TagmaStore® Universal Storage Platform model USP600; Hitachi Thunder 9585V™ ultra high-end modular storage

Software: Hitachi Data Protection Suite, powered by CommVault®

Services: Customer Care Services, Storage Performance Assessment

“Hitachi Data Systems gives us the best solutions and optimal service.”

— Herbert Bürger
Acting Head of the IT Division
BAWAG P.S.K.





BAWAG P.S.K. Secures Banking and Transaction Data with Hitachi Storage

After the merger of BAWAG and P.S.K., a landmark decision was made in 2001 in the company's IT division—to acquire a shared and practical IT storage solution. Until then, the company had an “enterprise solution” for its backups, including several automated solutions, but no storage area network (SAN).

Four years later, BAWAG P.S.K. has optimally secured their banking and transaction data. To do this, the company tested and invested in the data storage infrastructure offered by Hitachi Data Systems over the past several years and regularly adapted the infrastructure to their increasing needs. Thanks to this, the company is now optimally prepared for the future growth of their data.

Reducing TCO

Herbert Bürger, acting head of the IT Division at BAWAG P.S.K., states, “The essential point for all purchasing decisions was and is a clear reduction in the total costs of ownership (TCO). Isolated solutions, from both a cost and a support perspective, would have become a nightmare for the company.”

In addition to the reduction in acquisition and usage costs, the improved availability of the data and increased performance were also important topics. These factors also eventually formed the basis for dramatic changes in the field of storage. In November 2001, after the call for bids and exhaustive testing, Bürger and his team decided on the Hitachi

Lightning 9960™ storage system from Hitachi Data Systems. Due to the large amount of data and the ongoing expansion of the Fibre Channel infrastructure, the system underwent expansion in the months that followed: BAWAG P.S.K. upgraded their storage solution to the Hitachi Lightning 9980V™ multi-cabinet enterprise storage system. At the same time, the first four components of the Brocade® SilkWorm® 12000 core switches and other components were installed in Austria.

Implementing Virtualization

In order to better manage the data and, above all, to optimally implement virtualization, in 2004 BAWAG P.S.K. invested in the innovative Hitachi TagmaStore® Universal Storage Platform model USP600 with the Hitachi Thunder 9585V™ ultra high-end modular storage system as a back-end storage solution for archive data. Bürger explains, “The volume of our data has grown enormously. If we still had our original architecture, we would no longer be in a position today to manage this growth in data.”

Providing for Future Data Growth

BAWAG P.S.K. solicited bids on a new, automated tape library data system as a project on another level. After thorough testing, the financial institution ordered two SL8500 models, the new flagship of StorageTek, from Hitachi Data Systems. The automated systems are now located at the sites at Wien Leopoldstadt and Wien Favoriten (districts of Vienna). For optimum backup security, the automated tape library data systems are redundantly backed up; in other words, they are replicated on each automated tape library data system. With these solutions, BAWAG P.S.K. has provided for future data growth.

Dietmar Hörmannseder, account manager at Hitachi Data Systems, states, “With all of these acquisitions, it has proven to be

very helpful that the customer only had one contact person and nevertheless received solutions from several companies. We also handle the maintenance of all third-party products, and that means service convenience for our customers.” The advantage for the users is that they only have to deal with one company that is responsible for everything.

Upgrading Data Security

In the interests of data security, the institute solicited bids for an up-to-date backup/restore solution as the next step. For this, BAWAG P.S.K. has considered bids from various suppliers. The decision was ultimately made in favor of the Hitachi Data Protection Suite, powered by CommVault®. This solution had to be tailored to meet the special requirements of BAWAG P.S.K. For this reason, CommVault Systems developed some new features. This project was carried out under the personal direction of CommVault COO Allen G. Bunte, who traveled to Austria specifically for that purpose. Roland Kempf, CommVault’s director for Central and Eastern Europe

explains, “With our integral data management solutions, we provide users a high level of data security, universal availability, and uncomplicated administration of complex data storage networks. We see it as a joint endeavor between Hitachi Data Systems and CommVault to individually and consistently implement the requirements of the customers. It is crucial to the success of CommVault that features can be individually developed for the customer.”

In the meantime, BAWAG P.S.K. has called on Hitachi Data Systems for support in data storage management, the daily support of data storage networks and infrastructure, round-the-clock logging, and regular evaluation of performance data.

Bürger sums it up this way, “This makes us optimally equipped to deal with future data growth.”



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A Textbook Installation: Five Crucial Points

In November 2001, Hitachi Data Systems was contracted to install storage solutions. At the time, BAWAG P.S.K. had a storage capacity of approximately 7TB (2 x 3.4TB). The financial institution now has a peripheral storage capacity of just under 100TB (net). All the modules come from Hitachi Data Systems. Herbert Bürger, the acting head of the IT division at BAWAG P.S.K. states, “Hitachi Data Systems gives us the best solutions and optimal service.”

The elements of this comprehensive storage solution are:

- ∴ Storage
- ∴ SAN
- ∴ Backup hardware
- ∴ Backup software
- ∴ Comprehensive services from Hitachi Data Systems

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