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## Success Story

# Sirius Helps Kerzner Gain Speed and Reliability by Standardizing on NetApp



### KEY HIGHLIGHTS

#### Industry

Hotel/leisure

#### The challenge

Provide consistent management, high-performance access to data, and superior reliability.

#### The solution

Standardize on NetApp® storage at all facilities and replicate all data worldwide to a central data center.

#### Benefits

- Simplified storage administration
- Gained superior reliability and faster access by replacing tape backup for secondary storage with disk-based backup
- Saved man-hours: storage issues were nearly eliminated across all properties vs. previously spending one to two hours/day fixing backup problems

### CUSTOMER PROFILE

Kerzner International is a leading international developer and operator of destination resorts, casinos, and luxury hotels. Kerzner's flagship brand is Atlantis, which includes Atlantis, Paradise Island, an ocean-themed destination resort in the Bahamas. The company is extending its Atlantis brand globally with the development of Atlantis, The Palm, Dubai, a 1,500-room, water-themed resort expected to open in late 2008 on The Palm, Jumeirah. Kerzner also manages six luxury resort hotels under the One&Only brand. The resorts, featuring some of the top-rated properties in the world, are located in the Bahamas, Mexico, Mauritius, the Maldives, and Dubai. An additional One&Only property is currently in the development stages in South Africa. ([www.kerzner.com](http://www.kerzner.com))

### THE CHALLENGE

By mid-2006, Kerzner had decided to standardize on a single storage technology for all its properties, and requested solution proposals from a variety of storage vendors. The driving factor at the time was the need to address ongoing problems with the company's tape-based backup systems. Kerzner had been experiencing many issues with tape reliability and management, and wanted to go to a disk-based solution for both local and SAN-attached disk.

Typical primary storage installations include Microsoft® Exchange user data and SQL Server™ and Oracle® Databases that are used for hotel applications such as property management and food and beverage systems. Kerzner also wanted an efficient, cost-effective way to replicate all its local storage to a central repository at the company's headquarters in Florida, in addition to expanded primary storage that could be used to manage its VMware® technology.

"We had HP SANs at the time, but we were looking for something more robust," explained Jason Bourque, Kerzner's director of Enterprise Systems.

### THE SOLUTION

A short delay in the decision process allowed Kerzner to reevaluate its requirements. During that pause, Kerzner's Sirius representative introduced the company to the team from NetApp. After months of getting to know Kerzner's business, and Kerzner learning and evaluating NetApp's technologies, the company chose Sirius to help it standardize on NetApp®. Kerzner was already a longtime Sirius client for servers, but the company awarded the competitive contract for its storage solution to Sirius because of the depth and breadth of knowledge of NetApp's technology demonstrated by the Sirius consultants assigned to the account.

“The senior technical consultant that Sirius assigned to us...thoroughly understood NetApp’s solution, was highly qualified to implement it, and worked well with our team. So we’ve found another value from Sirius that we didn’t know was available to us.”

**Jason Bourque**

Director of Enterprise Systems, Kerzner International

#### **Redundant, reliable, and just the right size**

At all of Kerzner’s locations, NetApp’s systems are configured as high availability, active-active configurations for redundancy and sized according to the properties where they are installed. “The main corporate site has a FAS3070 running a lot of SATA disk, since we have about 200 servers locally plus all the replicated backup data. At our large properties we’ve installed FAS3040s, and at the boutique properties we’re using FAS3020s.

“The active-active configuration is used at all locations, because they all have business-critical data such as property management, food and beverage, and e-mail. It protects us against the loss of anything related to revenue,” notes Bourque.

Kerzner administrators chose the SyncSort backup product, from Syncsort Incorporated, for all its backup needs, including its SQL, Exchange, and Oracle data as well as all Windows® hosts. SyncSort is tightly integrated with NetApp, taking advantage of NetApp’s Open Systems SnapVault® technology to provide true block-level backup capabilities. When the new version of NetApp SnapManager® is released later this year, Kerzner plans to use it for backing up its VMware hosts.

#### **BUSINESS BENEFITS**

Bourque describes savings in administration: “Operationally, we’ve saved lots and lots of man-hours just from a backup and user perspective. We used to spend an hour or two a day just fixing backup problems, but now, with the marriage of NetApp and SyncSort, we might have one error a day—if that—across all properties. That’s been our biggest success, the stability from a backup perspective. But then there’s also the reliability and performance we’re getting from the storage systems themselves. We’ve been real happy with the reliability of the system overall.”

Kerzner took advantage of NetApp’s multi-protocol support to streamline its storage operations. It eliminated its Windows server storage and moved all user and group data onto CIFS shares. The company is using a combination of Fibre Channel and iSCSI hosts for primary storage, and built VMware infrastructure on the NetApp platform using the NFS protocol.

#### **A disk solution ready for any contingency**

Since so many of Kerzner’s operations are in areas that are prone to major storms and hurricanes, a storage plan that included robust disaster recovery (DR) capabilities was essential. “The new primary and secondary disk storage was a given, but we really needed a backup environment that would provide a more robust DR plan. It was essential that all the other locations be able to replicate to our corporate site in Florida, where we can archive everything off site using tape,” explains Bourque.

“The senior technical consultant that Sirius assigned to us worked with our engineers on the design and implementation, and we couldn’t have been happier. He thoroughly understood NetApp’s solution, was highly qualified to implement it, and worked well with our team. So we’ve found another value from Sirius that we didn’t know was available to us.”



#### **ABOUT SIRIUS**

Backed by 27 years of IT experience, Sirius is a nationally-recognized Solution Provider with a certified team of sales and technical professionals who have the skills, product knowledge, and commitment to help customers develop and implement the right solution to solve their business needs.

Sirius is a NetApp STAR Partner. To learn more about how Sirius can help you with NetApp's storage solutions or for other business computing needs, please contact your Sirius account executive, or visit [www.siriuscom.com](http://www.siriuscom.com).

#### **SOLUTION COMPONENTS**

##### **NetApp Products**

Active-active NetApp FAS3070, FAS3040, and FAS270 storage systems

NetApp CIFS, Fibre Channel, iSCSI, and NFS software

##### **Third-Party Solutions**

SyncSort software

NetApp creates innovative storage and data management solutions that accelerate business breakthroughs and deliver outstanding cost efficiency. Discover our passion for helping companies around the world go further, faster at [www.netapp.com](http://www.netapp.com).

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