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## Success Story

# Salamander Industrie-Produkte Enjoys 40% Decrease in Storage Maintenance Costs



**SALAMANDER**  
INDUSTRIE//PRODUKTE

### KEY HIGHLIGHTS

**Industry**  
Manufacturing

#### The challenge

Decrease runtimes, simplify server management, and lower high cost burden.

#### The solution

Consolidate and virtualize storage with a NetApp® FAS270 storage system and NetApp Snapshot™, SnapRestore®, FlexVol®, and FlexClone® software.

#### Benefits

- 40% decrease in storage maintenance costs
- 99% reduction in backup time (seconds versus 48 hours previously)
- Restore databases and documents in seconds
- 99.999% availability since 2005
- Run more SAP® test cycles in less time than previously

### CUSTOMER PROFILE

Salamander Industrie-Produkte (SIP) stands for high-quality and versatile plastic profile technology for windows and doors by Salamander and Brüggmann. Consistent concepts, first-class expertise, and far-sighted company management with courage for innovative ideas characterize the company. It has over 1,000 employees and is based in the Allgäu region of Germany. With storage solutions from NetApp, SIP has created a system infrastructure that is consistently geared toward simplification. The result: high availability for data and business-critical applications such as SAP, Oracle®, and Logistik, plus faster, more flexible processes in data management and backup.

Management, sales, development, and training are concentrated at the headquarters in Türkheim, as well as at the central data center with the business-critical SAP system on Oracle, to which the SIP locations Türkheim, Papenburg, Wloclawek (Poland), and Lugo (Spain) have access. The SIP subsidiaries Salamander Bonded Leather and ttp GmbH are also integrated in the central IT infrastructure. ([www.sip.de/english](http://www.sip.de/english))

### THE CHALLENGE

Run times of up to 48 hours for a full backup or restore, the complex management of servers with local SCSI and FC storage,

and an overall high cost burden have led to a fundamental change in structure. The company has centralized and consolidated all data storage units. MySAP-ERP2004 with the FI, CO, MM, PP, and SD modules is the central system of the company through which all processes run, from the purchasing of materials to invoicing. System stability, scalability, performance, and perfect cooperation with the software are the most important requirements for a storage system in this case. In addition, the company needed to consolidate other applications as well, such as the logistics system, which is also Oracle-based, and the file and mail services.

### THE SOLUTION

The fact that SIP selected a NetApp solution was due not only to functionalities such as NetApp Snapshot technology and the favorable price-performance ratio. The competence of IT partner Best Advice Kraus GmbH, which was in charge from presales to design layout, was also an important factor. The simplicity, performance, and cost advantages of NetApp architecture were so convincing that the company rejected the alternative of a SAN solution from HP. IT Manager Helmut Blaschek says, "With NetApp, we have achieved our goal of IT simplification and at the same time created highly available SAP access for all of our locations. Today NetApp storage is the

# “With NetApp, we have achieved our goal of IT simplification and at the same time created highly available SAP access for all of our locations. Our maintenance costs have been reduced by almost 40%.”

**Helmut Blaschek**

Head of IT, Salamander Industrie-Produkte GmbH

failsafe hub of our data center. Our maintenance costs have been reduced by almost 40%.”

SIP uses HP-UX, Debian, and SuSE Linux® for the servers and Microsoft® Windows® XP for the clients. For the storage consolidation, the company converted the SCSI and Fibre Channel infrastructure to NFS and Ethernet. A NetApp FAS270 cluster with Data ONTAP® as the operating system is the central data storage unit. The IT team split the disk capacity of 8TB gross onto two units, to separate SAP and Oracle from the data of other applications such as File Services, CAD, and Linux Mailware. NetApp RAID DP® protects the Fibre Channel disks and increases the generally high system stability of the NetApp system architecture. For each unit, the team defined two disks with parity information and a hot spare disk so that data losses are ruled out even if two disks fail at the same time. The protection of the hardware finds its counterpart in the software. The NetApp Snapshot software means that the team can define restart points as needed to be able to restore databases as well as documents.

## **BUSINESS BENEFITS**

Approximately 305 users are very appreciative of the fact that this restoration is possible with NetApp SnapRestore software within seconds or minutes and directly from online storage. For system administrator Alexander Mayer, the NetApp solution has simplified and shortened other processes. He says, “We can expand volumes with NetApp FlexVol software without any downtime at all and with a simple click of the mouse. We can quickly meet requests for more storage from the virtualized storage pool.” The NetApp FlexClone technology, which generates writable clones in seconds without an initial space requirement, has greatly shortened the wait times for SAP system copies. Because FlexClone records only changes, the storage management is highly efficient, allowing more test cycles to be run in less time than with traditional methods. Additional tests also reduce the error rate and system failures.

The backup strategy has also changed greatly. Processes that used to take up to 48 hours are now complete in a couple of seconds with NetApp Snapshot technology.

The time savings are enormous, particularly for SAP and Oracle. A script shifts the database into hot backup mode, the Snapshot copy is made, and the database is restarted with no impact on production. The team set up a SAN exclusively for the backup. They use NDMP and HP Data Protector to back up the online Snapshot copies to tape.

Mayer also values the rapid reaction time of NetApp Support. “A disk defect usually doesn’t get realized until NetApp Support has sent a replacement disk. The competence of the hotline is excellent. And the NOW™ [NetApp on the Web] site, with its numerous self-help documents and best practices white papers, offers excellent system maintenance information. It is a good feeling to be taken care of all the way around and to have real support in the event of something serious. However, we have not tested the system that way because system availability has been 99.999% since the end of 2005.” Regular storage availability audits and support automation services provided by the NetApp SupportEdge Premium program round out the support services.



#### Outlook for the future

With NetApp storage, SIP is on the safe side in every regard. Whether introducing new protocols—such as CIFS for the direct Windows File Services without Samba or the planned upgrade to a NetApp FAS2000 or FAS3040 storage system—the team can implement each project quickly and easily. The high availability of NetApp storage offers the ideal conditions for the introduction of VMware® ESX. SIP will also create this connection via NFS. Sixteen virtual machines are planned, and Alexander Mayer anticipates a rapid increase in the size of the virtual server. In terms of the storage infrastructure, the adaptation is easy. If SIP wants to integrate the IT infrastructure of the new production in Brest (Belarus) into the central IT as well, the company can find an efficient solution in NetApp.

#### SOLUTION COMPONENTS

##### NetApp products

NetApp FAS270 storage system

Data ONTAP

NetApp Snapshot software

NetApp SnapRestore software

NetApp FlexVol software

NetApp FlexClone software

##### NetApp services

SupportEdge Premium

##### NetApp partner

Best Advice Kraus GmbH  
([www.best-advice-kraus.de](http://www.best-advice-kraus.de))

##### Environment

Applications: MySAP-ERP2004

Database: Oracle

Users: > 300

##### Protocol

NFS



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