

“We have seen a dramatic reduction in costs by automating tape processes for mainframe and open system environments, which has made the backup environment over 60 percent less expensive to maintain with better SLAs.”

Carlos Costa Santos, IT Director
Portuguese Tax Authority/
Autoridade Tributária e Aduaneira



The Portuguese Tax Authority deployed FUJITSU Storage ETERNUS CS8000 to consolidate its backup environment, improve performance and lower costs.

At a glance

Country: Portugal
Industry: Government
Employees: 9,000+
Website: www.portaldasfinancas.gov.pt

Challenge

The Portuguese Tax Authority was dependent on an aging mainframe backup and tape storage system that had become unresponsive and inefficient to maintain. It was also faced with new disaster recovery compliance regulations. It needed a data protection solution that could address these needs cost-effectively.

Solution

After evaluating the market, the organization quickly came to the conclusion that only Fujitsu could provide a single data protection solution that could simultaneously support its mainframe and open system environments. Together, they spent six months migrating to a new FUJITSU Storage ETERNUS CS8000 data protection platform.

Benefit

- Cut costs by more than 60 percent by reducing the number of physical drives from more than 20 to 8
- Automated replication and disaster recovery to ensure optimal availability
- Improved performance with throughput speeds of up to 90 TB/h, making the backup and recovery more efficient
- Easily scalable in capacity and performance to accommodate future growth

Customer

The Portuguese Tax and Customs Authority (Autoridade Tributária e Aduaneira – AT) is responsible for the efficient taxation of every citizen and business in Portugal. Over 9,000 employees ensure that everybody pays their fair share towards the state. More recently, the organization has been encouraging more flexible ways to manage tax and customs affairs through secure online portals. Availability and security are critical to the authority.

Products and services

- 2 x FUJITSU Storage ETERNUS CS8000 data protection appliance
- 1x FUJITSU Storage ETERNUS LT260 Tape Library
- 1x Quantum i6000 Tape Library

Challenge

The Portuguese Tax Authority (AT) was dependent on an aging backup system for its mainframe environment, combined with a tape storage solution. Over 200,000 tape volumes were stored on a platform that had become unresponsive and time-consuming. Furthermore, new compliance regulations meant that the organization needed a mandatory data center with disaster recovery capability. As a result, AT went to market in search of a more modern data protection solution.

“We wanted one machine that could support both our mainframe and our open environments, enabling the seamless consolidation of the storage system,” explains Carlos Costa Santos, IT Director, Portuguese Tax Authority. “The objective was to increase data security and protection, boost performance, simplify administration, scale easily and reduce costs.”

Having explored the available solutions, AT decided that only Fujitsu could offer one solution that would support both environments while also enabling disaster recovery. Having contacted a number of existing ETERNUS CS8000 customers for some unbiased feedback, AT proceeded with a plan to deploy the new data protection solution.

“Fujitsu was the only vendor that could unify the disparate environments on one data protection platform, while also offering a very competitive and cost-effective solution,” adds Carlos Costa Santos. “That made it the perfect partner for this business-critical migration.”

Solution

FUJITSU Storage ETERNUS CS8000 is a data center solution for backup storage for mainframe and open systems. It provides AT with intelligent process automation and pooling of storage capacities. Backup data is automatically managed between different storage tiers, including disk and tape technology to reduce the TCO for the complete backup environment.

About 57,500 tape media were transferred, with minimum manpower requirements – just one employee from AT, supported by a technical consultant from Fujitsu. “By introducing FUJITSU Storage ETERNUS CS8000 in parallel to our existing backup system, we were able to allow 80 percent of the backups to expire, significantly reducing the impact on the business,” continues Carlos Santos. “In total 500 TB were transitioned to the Fujitsu ETERNUS CS8000 platform, including 500 Java applications, 80 Oracle databases and virtual and physical server support.”

The new system now protects data from more than 23 million contributors (citizens, corporations, etc.) that pay tax within the country, as well as 9,000 internal users.

The data protection platform is replicated to a second ETERNUS CS8000 in Oporto that provides instant disaster recovery.

“It is critical that we have the ability to withstand unexpected failure as millions of people use this service every day,” says Carlos Santos. “By automatically replicating data across two geographically separate sites, we are able to meet our regulatory requirements and ensure we can handle any unexpected outages without going down.”

Benefit

The most notable benefit that AT has enjoyed is the massive boost in performance, which makes the creation and provisioning of new storage libraries simple and quick. The intuitive interface also simplifies management, reducing the burden on the IT team.

“Our initial requirement was for a system with a throughput of 45 TB/h. But this new ETERNUS solution can deliver almost double that amount, making the whole process much faster,” remarks Carlos Santos. “By minimizing the amount of internal resources required to keep it up and running, I can focus the team on more strategic business objectives.”

AT has also seen a dramatic reduction in the cost of the new storage solution, simply by reducing the number of necessary drives. It has gone from managing over 20 drives to just eight, which has made the new storage environment over 60 percent less expensive to maintain.

“The maintenance contract is much lower because there are fewer components to look after; that is money that we can then allocate elsewhere,” comments Carlos Santos. “We have been able to provide a future-proof and highly available storage solution at a lower cost, which is a fantastic outcome. We are actually using 40 percent of the overall capacity so we can easily scale as our data volumes grow.”

With the new ETERNUS CS8000 solution in place, AT is keen to explore other areas of the business where it might work with Fujitsu. This includes a massive operation to provide service for end-user devices and the deployment of upgraded tax software as well as the continuing expansion of the storage environment.

“Fujitsu has enabled us to consolidate our storage environment for better performance while also reducing costs,” concludes Carlos Santos. “At the same time we have the necessary disaster recovery capability to ensure we can provide optimal availability to citizens, businesses and internal users.”

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