

“The new Fujitsu storage platform is twelve times faster, which makes employees more productive and customers more satisfied.”

João Sousa
CIO
Saphety

Enhanced data protection with increased performance

At a glance

Country: Portugal
Industry: Technology
Founded: 2000
Website: saphety.com

Challenge

Saphety wanted to overhaul its storage system to integrate effectively with its new virtualised environment. It also wanted to bring its outsourced backup function in-house. The overall goal was to increase resilience and performance while reducing energy consumption.

Solution

Saphety deployed two integrated appliances, based on FUJITSU Storage ETERNUS CS200c and Commvault software with a FUJITSU Storage ETERNUS DX500 as a centralised repository. A FUJITSU Storage ETERNUS LT260 Tape Library provides long term data protection and FUJITSU Storage ETERNUS DX8000 All-Flash is the core storage system for virtualised applications.

Benefit

- Total reliability ensures optimal availability
- Latency reduced to under one millisecond
- Performance is 12 times faster for increased productivity and better customer service
- Single point of contact for whole system makes troubleshooting simple
- Reduced energy consumption lowers electricity bills
- Service level improvements for data protection and recovery tasks

Customer

Founded in 2000, Saphety is a multinational company of Portuguese origin, which provides electronic document exchange, electronic invoicing and data synchronisation solutions. With a presence in Portugal, Brazil and Colombia, its solutions currently reach 40 countries and its client portfolio has more than 5,000 companies with 350,000 users, including some of the largest telecommunications, retail, transportation, logistics, energy, banking, services, health and public sector organisations.

Products and Services

- 2 x integrated appliances for backup and archive solution based on FUJITSU Storage ETERNUS CS200c and Commvault software with centralised system
- Based on FUJITSU Storage ETERNUS DX500
- FUJITSU Storage ETERNUS LT260 Tape Library
- FUJITSU Storage ETERNUS DX8000 All-Flash



Upgrading business critical storage

Saphety develops software to manage electronic documents for hundreds of thousands of users globally. It is therefore essential that the company has a high-performing and reliable IT infrastructure, however, the 21 physical servers in place were reaching end of life and the storage, based on mechanical disks, was prone to failure and suffered from latency issues.

Saphety wanted to replace its entire infrastructure with a more flexible, virtualised environment. It invited a handful of vendors to propose a new architecture and was impressed by Fujitsu. Every other vendor had suggested a tiered storage solution, which Saphety felt did not address the latency issues sufficiently, however Fujitsu took a different approach.

"Fujitsu was a game changer in that it didn't propose arranging data in tiers. That doesn't work because we have 100,000 users querying data daily and we cannot predict what they will be asking," explains João Sousa, CIO, Saphety. "Fujitsu was also able to propose an extensive backup solution based on Commvault that would address our need for stable archiving and integrate with the new virtual platform seamlessly."

Previously, Saphety had outsourced its backup function but the growing amount of data – from 40TB to 1PB in five years – as well as the inability to integrate with virtualisation, meant that finding a new backup solution was critical.

A fresh approach to back-ups

Saphety has deployed two Fujitsu integrated appliances for backup and archiving, based on FUJITSU Storage ETERNUS CS200c Scale model and Commvault software with a centralised data repository based on FUJITSU Storage ETERNUS DX500. There is also one FUJITSU storage ETERNUS LT260 Tape Library for long term backup.

The FUJITSU Storage ETERNUS CS200c is an appliance with integrated Commvault backup software, ready to go, right out of the box. It brings rapid, affordable relief to Saphety's backup and archiving challenges. It also greatly simplifies backup and recovery management – with seamless scalability and flexibility to keep pace with Saphety's changing business requirements.

"I talked to ETERNUS user groups and other customers to get a sense of how best to use the new storage platform, then we worked closely with Fujitsu to co-create a design that is specific to our needs," adds Sousa. "Thanks to this personal approach, the installation and migration took only two months."

Fast, reliable, efficient

The new storage platform can easily handle the 500,000 daily transactions across its electronic invoicing, e-procurement, workflow approval, public auctioning and GS1 synchronisation solutions while backing up 95TB every single week. Latency has been reduced to under one millisecond, meaning users are not faced with frustrating lags in performance.

The company benefits from having a single point of contact for data protection and storage, so it can resolve incidents quickly. Increased availability and reliability improve customer service while integration with virtualised hypervisor environments reduces complexity and makes it simple to manage. By increasing the adoption of All-Flash within the storage infrastructure, Saphety has not only boosted performance by a factor of 12, due to a much higher throughput and much lower latency, it has also consolidated physical servers to one-third, leading to a cost reduction for data centre housing, energy consumption and dissipation, networking infrastructure and software licensing.

"The number one benefit is the reliability of the system – we have never had a problem that hasn't been quickly fixed and the failure rate in general is minimal," continues Sousa. "The new Fujitsu storage platform is also 12 times faster. Mitigation, tuning and storage management tasks were also simplified, making employees more productive and customers more satisfied."

Saphety has also been impressed by Fujitsu's global reach, combined with a strong local presence. Fujitsu representatives are available around the clock, so Sousa has peace of mind when it comes to vital backups and storage. With another hardware refresh planned in the next two years, Saphety fully expects Fujitsu to be deeply involved again.

"Fujitsu concerns itself with the customers' needs, not what it is trying to sell and that is a refreshing change from other vendors," concludes Sousa. "That approach has enabled Fujitsu to deliver a cost-effective, high-performing, robust and easy-to-manage integrated storage solution for our particular requirements."

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