Getting the most out of giving with the HP StoreOnce Backup System and HP Integrity NonStop BladeSystem

SVS augments performance to maximize consumer experience with HP StoreOnce Backup System and HP Integrity NonStop BladeSystem

Industry
Financial services

Objective
Support client growth with highly available, cost-effective, and flexible data protection and transaction processing for global gift card market

Approach
Review vendor options; then migrate to next-generation backup system and high-availability server platform; replicate backup and server systems for disaster recovery

IT matters
• Enhanced restore times to virtually instantaneous

• Advanced application performance fivefold

• Diminished backup window to just five hours

Business matters
• Further enhanced SVS's reputation as the leading prepaid provider

• Enriched online consumer experience

• Advanced IT service levels

• Ensured business continuity (in the event of a disaster)

• Eliminated risk

SVS

"With the HP StoreOnce Backup System, we can execute a complete system backup in just a few hours and there's virtually no hands-on required."

– Greg Bohn, Vice President, Data Center Operations, Stored Value Solutions

Stored Value Solutions (SVS), a global prepaid solutions provider, manages more than five hundred million card products and processes over one billion transactions originating from 40+ countries and 26 currencies every year. In order to support client growth with superior prepaid products while protecting private data, SVS deployed HP StoreOnce Backup System and HP Integrity NonStop BladeSystem. This next-generation HP backup system and high-availability server platform has increased application performance by fivefold, and ensure business continuity in the event of a disaster.

Driving growth with no downtime

Stored Value Solutions (SVS) is a trusted prepaid solutions provider with more than 20 years of experience, serving the world's top brands and helping its clients generate billions of dollars in sales each year. As a global prepaid leader, SVS manages more than five hundred million card products and processes over one billion transactions originating from 40+ countries and 26 currencies every year. SVS consistently strives to ensure that the large volume of private data under its management is well-protected while delivering an outstanding consumer experience.

Rapid growth in the prepaid space, combined with the company's mission and service values to be the world's best at measurably increasing client sales with superior prepaid products, dictated that SVS implement the most superior data protection solution.

About Stored Value Solutions (SVS)

With nearly twenty years of prepaid experience, SVS is a pioneer and leading provider of innovative stored value solutions, serving top brands around the world. The company is dedicated solely to the prepaid industry, and its full product suite includes closed-loop prepaid cards, network-branded prepaid and promotional cards, plus a robust loyalty platform. As a global prepaid leader, SVS manages more than five hundred million card products and processes over one billion transactions originating from 40+ countries and 26 currencies every year.

Protecting data and reputations

SVS evaluated several possible solutions to replace its StorageTek tape library, including HP Virtual TapeServer (VTS) and EMC Data Domain, but ultimately chose the HP StoreOnce Backup System, which is supported in the NonStop environment by HP partner ETI-NET. The StoreOnce Backup System is now a vital part of protecting the data—and reputations—of the company's world-class clientele, speeding backup and recovery times dramatically. As a result, SVS continues to successfully manage ever-growing data volumes and simplify protection for multiple servers in its data center.

A key component of the HP Converged Infrastructure, the HP StoreOnce Backup System provides SVS with scalable disk-based backup, integrated data deduplication, and StoreOnce-enabled replication, as well as rapid restore. StoreOnce uses patented HP technology to maximize backup and restore performance while reducing management and hardware overhead.

"Since we were already using HP servers, the StoreOnce solution was a great fit," says Greg Bohn, vice president, data center operations for SVS. "It provides the data deduplication we need and integrates easily into the NonStop BladeSystem with ETI-NET BackPak software. We also wanted to back up our UNIX® servers, and StoreOnce allows us to do that without additional licenses."

The solution uses ETI-NET BackPak virtual tape library (VTL) software to back up data from the HP Integrity NonStop BladeSystem NB50000c, powered by dual-core Intel® Itanium® processors, to the HP StoreOnce Backup System. To ensure the constant security of mission-critical data, both the Integrity NonStop BladeSystem and the HP StoreOnce Backup System are replicated between the SVS production data center in Louisville, KY, and the company's secondary site approximately 200 miles away in Brentwood, TN.

> "SVS is operating on the latest data protection solutions from HP with the highest availability, which allows us to continue serving our clients with optimum performance and reliability."
>
> —Greg Bohn, Vice President, Data Center Operations, Stored Value Solutions

Boosting backup performance and reliability

"With the HP StoreOnce Backup System, restoring a file is nearly instantaneous. There's also virtually no hands-on required with this system, which allows our IT staff to spend more time on projects that help us grow and be more profitable rather than just managing technology," says Bohn.

The HP StoreOnce Backup System has reduced the amount of backup data requiring storage by its use of integrated deduplication technology that purges duplicate information. This technology speeds backups and substantially reduces the amount of bandwidth needed for replication, controlling transmission costs and accelerating that process as well.

"With HP StoreOnce, we're able to compress over 1 TB of data to just over 15 GB," notes Bohn. "On average, we're seeing a 10:1 data deduplication ratio. With these kinds of results, HP StoreOnce optimizes our ability to manage the growth in our backup volumes, surpassing previous capacity. Less data also means that we can replicate our backups to the disaster recovery site in under 2 hours, while continuing to provide the superior offsite protection that we need."

Maximizing the consumer experience

In addition to the HP StoreOnce Backup System, SVS also migrated its prepaid card processing system to the HP Integrity NonStop BladeSystem, increasing performance fivefold.

"Since implementing the Integrity NonStop BladeSystem, the average application response time on the Web has been reduced to 10 milliseconds or less," reports Bohn. "That's a tremendous improvement to point-of-sale transactions and to the consumer experience."

"Additionally, we were able to consolidate two systems onto a single HP NonStop BladeSystem while still having ample capacity to expand," he continues. "Consolidating enabled us to reduce our requirements for power and cooling, and the standards-based architecture is also much easier to maintain. Both have allowed us to trim operating costs and add resources focused on more strategic projects."

"We evaluated several options, including IBM mainframe and AIX systems, determining that none could function at the level of five-nines availability or with the scale of NonStop."

—Greg Bohn, Vice President, Data Center Operations, Stored Value Solutions

Delivering five-nines availability

SVS found the HP Integrity NonStop BladeSystem to be the ideal solution for meeting the growth needs of its clients, performing complex online transaction processing, and enabling the best possible consumer experience. An integral part of the HP Converged Infrastructure, these systems provide 24x365 availability for mission-critical applications and can scale to handle huge numbers of transactions in an instant-on enterprise environment.

"Our clients have come to rely on SVS's superior processing services, with confidence that our systems will be up-and-running 100 percent of the time," notes Bohn. "With this in mind, we carefully evaluated several options, including IBM mainframe and AIX systems, determining that none could function at the level of five-nines availability or with the scale of NonStop."

Customer at a glance

Hardware
- HP D2D4112 StoreOnce Backup System
- HP Integrity NonStop BladeSystem NB50000c

Software
- HP Replication Manager
- HP NonStop SQL
- ETI-NET BackPak

Operating system
- HP NonStop

Network protocol
- TCP/IP

Services from HP
- HP Technology Services

Building a mission-critical converged infrastructure

Adopting the HP StoreOnce Backup System and upgrading to the Integrity NonStop BladeSystem provides SVS with a more powerful, flexible, and resilient solution to continue meeting its mission-critical application needs and establishing a solid foundation for the HP Converged Infrastructure. And thanks to the installation expertise of HP Technology Services, as well as a close working relationship between ETI-NET and SVS, the entire technical migration went smoothly without interruption to a single ongoing business operation.

"With the latest data protection and high-availability solutions from HP, SVS continues operating at peak levels, allowing us to serve our clients with optimum performance and reliability day in and day out," concludes Bohn. "It is a great enterprise solution and I would absolutely recommend it to other companies that want to enhance their technology and provide an excellent customer experience."

"The changes have had zero impact on SVS clients' operations," adds Tom Ross, SVS senior vice president of technology. "I am confident that HP Converged Infrastructure solutions will continue to meet the growing needs of our clients."

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