SEP sesam Hybrid Backup - the Hero of your Data

Successful companies and organizations trust in SEP Hybrid Backup

UNIORG
Consulting GmbH

One of the largest and most prestigious SAP consultancy services protects its data centers with SEP sesam – as a managed service as well

Since its founding in 1974, the UNIORG Group has been a reliable expert partner for company-wide IT solutions, with a very special commitment to SAP. Its long-term mission is to help companies improve their performance and optimize business processes for small and medium-sized enterprises as well as global corporations. Different customer environments and a growing trend towards managed services inspired the company to evaluate a new backup solution. Through its long-term certification with SEP sesam for SAP and its new managed service licensing model, they choose the reliable backup and recovery solution from SEP. Since SEP sesam covers the complete data protection portfolio, only one solution is required for the entire data backup.

As an international full-service provider in the SAP environment, UNIORG develops individual SAP-based solutions because every company is different and needs tailor-made concepts. Its 170 employees in Berlin, Chemnitz and Walldorf, Germany, and in Pittsburgh, USA, are in close contact with customers in order to

gain precise insights into the company's needs. The enthusiasm and creativity of the UNIORG team create the custom solutions that improve work processes for customers every day – and that is the company's goal. It has been achieved for more than 40 years thanks to flexible structures and a flat hierarchy.

Backup and recovery have been central pillars of UNIORG's entire IT management since the beginning. But growing

Dirk Kotthoff, Business Unit Manager for IT, UNIORG Consulting GmbH

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demands on SAP platforms have brought previous data protection solutions to their limits, whether with SAP Business One, SAP NetWeaver platform or virtualized infrastructures with database servers like SAP HANA, MaxDB, SQL and corresponding client access options with VMware Horizon VDIs.

The availability of customer applications that always handle business-critical processes in the SAP environment, are responsible for functioning order and delivery processes, for instance, need to be consistently and quickly backed up and restored in the event of a disaster without data loss and with the agreed RTOs and RPOs. The certifications for various SAP environments were also decisive factors in the new solution. "Certified backup solutions for all products in use were vital criteria for us," says Dirk Kotthoff, Business Unit Manager for IT at UNIORG. "Until now, we had been using various solutions. However, they haven't delivered the performance we need for our cloud applications and our customers, to whom we offer full service."

UNIORG carried out the selection process on the basis of flexibility with regard to mapping backup strategies and the cost/benefit factor of (SAP-)certified backup solutions. "Only SEP sesam includes all these factors," Dirk Kotthoff summarizes. "SEP optimally fulfills the important criteria, such as fast recovery during system failure and outsourced data backup."

Protected Managed Services in Data Centers

Besides its own IT infrastructure, data backup is also used for the customer hosting infrastructure. Nearly all hosting infrastructure is comprised of new releases. However, older test and demo systems must also be provided for their own environment if they are used by maintenance customers. This is one of the prerequisites for certification by SAP, which UNIORG's Partner Center of Expertise (PCOE) has again received. In addition to classic systems, customers' highly-sensitive in-memory databases are also protected. System failures always have direct effects on customers' productive operation. Backup as a managed service is becoming an increasingly important part of UNIORG's services. Customers appreciate a worry-free model that offers full service. Customer applications

in the data center are backed up with SEP sesam and can be quickly backed up with the central management interface. For SAP HANA systems, this is done as a point-in-time recovery (PITR). There is no data loss between the last backup and the restoration of SAP systems. The comprehensive user interface provides a clear overview of all backup and recovery statuses of the customer systems and the backup storages.

User

With around 170 employees, the companies of the UNIORG Group offer businesses of all industries and sizes a comprehensive range of products and services for the conception, construction, modernization and operation of enterprise IT systems. This includes all facets of classic SAP consulting, data center services, managed services, integrated e-business solutions and the cross-company integration of business information systems. For over 40 years, the certified SAP partner has enjoyed an excellent reputation among its customers. These include well-known corporations such as Atlas Copco, Eaton, Philips and Yazaki as well as numerous medium-sized companies. **www.uniorg.de**

Initial situation

The requirements for the concept of data protection have steadily increased through new applications. Veeam's previous solution, with which only the hosting environment was secured, could no longer meet these requirements. Managed services for customers needed to be secured without any complication. UNIORG therefore looked for a powerful and universally applicable backup solution that was certified especially for the SAP environment.

Solution

The long-time SAP-certified data backup and recovery solution SEP sesam was introduced for the internal IT environment as well as for the MSP systems in the data center. After only two months from the placement of the order, all systems were completely secured with SEP sesam. All future customer environments are directly integrated into this data protection concept.

Benefits

By consolidating existing solutions, considerable time and cost savings could be achieved. The SAP certifications of SEP sesam also offer a sales argument for customers of the UNIORG SAP system house.

Company headquarters of UNIORG Consulting GmbH

UNIORG

The Best License Model for UNIORG

SEP provides managed service provider licensing models by servers/components and by volume. With clear counting and billing procedures, UNIORG can guarantee continuous transparency. The full service provider retains control over the licenses used and can calculate planned expenses. For these license models, billing is made on a monthly basis according to actual usage. The MSP license allows UNIORG to roll out up to 25 SEP sesam backup servers per basic license to physically separate customer environments. Backups can be performed on any supported media. UNIORG first performs a backup-to-disk and then preserves these backups, by performing a offline copy on seperate tapes (backup-to-tape). All features for the site-to-site replication of backup data are already included in the SEP sesam basic license. This provides the foundation for all mappable concepts with SEP sesam, like backup to a remote data center or into

the cloud, and provides maximum flexibility for an easy introduction to Backup-as-a-Service (BaaS).

Deciding on SEP sesam

UNIORG opted for SEP sesam because of its variously supported environments, its certifications for SAP HANA and its flexible MSP license model. Dell PowerEdge Server is used as platform. The Veeam solution that had previously been in use, as well as script-based solutions, were completely replaced. Only two months passed between the commissioning of the license training and the operational start in April 2016. "SEP sesam convinced us from the outset," says IT Manager Kotthoff. "The simple adoption of our backup concept and the consolidation of the various solutions to date have exceeded our expectations. We can now easily assure our Service Level Agreements (SLA) for retention and recovery times."

In the future, all extensions and new customer applications will be integrated directly into the backup concept and centrally controlled and monitored by the central management interface. "We can now give our customers an even better argument to work with us, especially because of the SAP certifications of SEP sesam. After a short adaptation phase, a Service Level 1 administrator is also able to monitor and control processes in SEP sesam," says a pleased Dirk Kotthoff.

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Dirk Kotthoff, Business Unit Manager for IT, UNIORG Consulting GmbH

Customer Environment

+ 100 virtualized VMware servers

+ 10 physical servers

+ 4 MaxDBs

+ 14 SAP HANA on SUSE SLES for SAP Applications

+ 23 TB backup-to-disk/backup-to-tape

+ 24 slot library with 2 tape drives

+ Backup server: Windows Server

SEP AG

SEP sesam is an enterprise backup, restore and disaster recovery solution for today's discerning computer environments. Deduplication and replication capabilities across distributed locations - as well as archiving - are key features of SEP sesam. Migration of data is scheduled automatically, regardless of storage technologies. The flexible backup and recovery of all common operating systems, virtual environments and hypervisors along with a multitude of applications and databases is realized absolutely reliable in over 50 countries.

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Global Storage Management