



# SEP sesam - the Hero of your Data.

Successful companies and organizations trust  
in SEP sesam backup solution

# Syna GmbH

## Syna and SEP Sesam - data protection for the sensitive energy market

Syna GmbH, a grid operator for electricity and gas supply in Rhineland-Palatinate, Hesse, Bavaria and Baden-Württemberg, ensures that energy reliably arrives where it is needed. In times of the energy transition and digitalization, this requires constant adjustments and innovations. IT has a central role to perform in ensuring the stability and security of the energy supply. The certification for technical security management (TSM) in the electricity and gas sectors confirms the company's expertise. A certified information security management system (ISMS) ensures protection against digital attacks. Since 2019, Syna has relied on the SEP Sesam backup solution to effectively secure and protect its extensive IT infrastructure, consisting of SAP HANA and Oracle databases as well as virtualization environments from VMware and Citrix.

### Initial situation - huge amounts of data from energy customers

IT is a central component of the entire operation of an energy supplier like Syna GmbH. Oliver Rübner, Head of Backend Infrastructure, leads the team, which consists of nine employees and is divided into three sub-teams. The Cloud and Hosting team, led by Tobias Möller, is responsible for the backup area. There is also the Security Services Team and the Network Services Team. These teams have their specific tasks but work closely together to overcome the challenges of the IT infrastructure. Syna has many systems whose data needs to be backed up. These include 500 virtual machines, 100 physical servers and over 40 SAP HANA databases, which comprise a total of 70 to 80 TB of in-memory databases. "The largest system has 9 TB of in-memory in the main memory. This data needs to be backed up reliably," says Tobias Möller.

"Our partners recommended SEP Sesam to us, especially because of the strong SAP integration and the support in Germany."

Oliver Rübner, Head of Backend Infrastructure at Syna

Daily operations include full backups as well as incremental and differential backups. "We perform full backups twice a week for the production databases and once a week for test and development databases. This is done in close consultation with the specialist departments, including our SAP and Oracle teams," explains Oliver Rübner.

The backup environment is based on HPE compute nodes and Pure Storage flash systems. "We use all-flash and NVMe storage to ensure maximum performance. This is particularly crucial for large in-memory databases," says Oliver Rübner.

An important aspect of the backup strategy is the fulfillment of data protection and compliance regulations, especially in the area of critical infrastructures (KRITIS).



Tobias Möller

Oliver Rübner

### Users

Syna GmbH operates electricity and gas grids in Rhineland-Palatinate, Hesse, Bavaria and Baden-Württemberg. It ensures a reliable energy supplier and supports the energy transition with innovative technologies. Syna is committed to a stable and efficient energy infrastructure and, as an operator of critical infrastructures (KRITIS), meets high security and reliability requirements.

[www.syna.de](http://www.syna.de)

### Initial situation

Before implementing SEP Sesam, Syna faced significant challenges with its existing backup software. The previously used solution had repeated problems with support, especially after a change of ownership of the manufacturer. This situation led to frequent outages and inefficient backup processes. Given the critical nature of their IT environment and the large volumes of data, Syna was looking for a more reliable, stable and better supported backup solution to optimize their data protection processes.

### Solution

With SEP Sesam, Syna implemented a reliable and scalable backup solution that supports both Linux and Windows servers and backs up over 500 virtual machines and 100 physical servers. The solution offers efficient, automated backups, fast restore times and comprehensive protection for SAP HANA and R3 systems. SEP Sesam also meets high data protection and compliance requirements, which is crucial for Syna as an operator of critical infrastructures (KRITIS).



### Implementation and customization of SEP Sesam

Before implementing SEP Sesam, Syna faced significant challenges. The previously used backup software had several problems with support, especially after the application was sold by the manufacturer. This situation led Syna to look for a new, more reliable solution. Oliver Rübner explains: "Our IT partners recommended SEP Sesam to us at the time, primarily because of its strong SAP integration and German-language support." This was particularly important as Syna operates an extensive SAP environment and maintains a close partnership with SAP.

SEP Sesam was implemented in close cooperation with the SEP team. Tobias Möller remembers: "SEP was directly involved in the introduction. SEP employees were on site and helped develop the concept together with us and our colleagues in the other departments." This direct collaboration made it possible to quickly identify specific requirements and challenges and develop solutions.

One of the biggest challenges was the integration into the existing IT environment, which consists of both SAP HANA and R3 systems. These systems include development test, quality assurance and production environments, including the ISU system for energy billing. Syna needed to ensure that restore times could be optimized in the event of a disaster recovery, which was successfully implemented by SEP Sesam.

### Advantages and benefits

The decision in favor of SEP Sesam brought numerous advantages for Syna. The solution enables efficient and reliable backup of the large volumes of data generated in the energy sector. "SEP Sesam has enabled us to significantly optimize restore times and improve the operating process overall," reports Tobias Möller. This is particularly important as Syna backs up large amounts of customer data daily, including meter data and other critical information.

Another outstanding feature of SEP Sesam is its support for different operating systems and virtualization environments. Whether Linux or Windows servers, the backup solution supports the backup of virtual machines just as well as physical servers. This flexibility and scalability with just one solution are crucial to meet growing requirements.

### Customer environment

- 500 virtual machines and 100 physical servers
- Over 40x SAP HANA instances; more than 70 terabytes on HPE Superdome Flex systems
  - Largest instant memory SAP HANA DB is 9 TB
- Oracle more than 80 DBs
- File service over 80 TB

"With SEP Sesam, we have been able to significantly optimize restore times and improve the operating process overall."

Tobias Möller, Manager Cloud & Hosting at Syna

## Data protection and compliance

As an operator of critical infrastructures (KRITIS), Syna must adhere to strict data protection and compliance regulations. SEP Sesam fulfills these requirements through comprehensive encryption technologies and compliance with the General Data Protection Regulation (GDPR). Oliver Rübner, emphasizes: "The General Data Protection Regulation and the partnership with a company based in Germany were decisive factors for us when choosing SEP Sesam." These aspects are particularly important for Syna to guarantee data protection and comply with legal requirements.

## Looking to the future - data in the petabyte range

Syna is planning to further expand its IT infrastructure and push ahead with its cloud strategy. It will continue to rely on the proven backup solution SEP Sesam. "We see SEP as a long-term partner that can also support us with future challenges," emphasizes Oliver Rübner. The ability to back up data both locally and in the cloud is becoming increasingly important to ensure the flexibility and security of IT systems. Syna expects data volumes in the petabyte range, particularly with the introduction of smart electricity meters.

"The General Data Protection Regulation and the partnership with a company based in Germany were decisive factors for us when choosing SEP Sesam."

Oliver Rübner, Head of Backend Infrastructure at Syna

## Conclusion

The introduction of SEP Sesam at Syna has shown how a reliable and scalable backup solution can contribute significantly to the security and efficiency of the IT infrastructure. Thanks to the close cooperation with SEP, specific requirements could be met and data integrity ensured. Oliver Rübner summarizes: "SEP Sesam is a robust and reliable solution that has helped us to optimize our IT processes and ensure that our data is always protected. In addition, we see through regular tests that the restore works very quickly, which is very important for our operations." SEP Sesam is a powerful backup solution that more than meets the requirements of Syna, an enterprise user in the demanding energy market, while setting high standards in terms of data protection and compliance.

## SEP GmbH

SEP has been developing and selling enterprise-wide data protection solutions since 1992 and is headquartered in Holzkirchen near Munich. A branch office with support and sales team is also located in the USA. SEP GmbH is a manufacturer of backup and disaster recovery software solutions for the protection of all data. The backup solution SEP sesam is developed "Made in Germany" and supports a variety of virtual environments, operating systems, applications and databases - from development to support without backdoors. The universal support of complex system environments clearly sets SEP sesam apart from its competitors. Users appreciate the ability to consolidate multiple backup systems in just one centrally managed solution.

The immutable solutions, which provide unalterable protection for backup data even against ransomware, also contribute to additional security. SEP offers a GDPR-compliant cloud-to-cloud backup and data loss prevention solution for Microsoft 365, Salesforce, Google Workspace and Dynamics 365 with the SEP Cloud Application Protection Service (CAPS).

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