

Airservices Australia Selects CommVault Galaxy for IT Backup Software

QUICK FACTS

Industry/Solution:

- Government

Platform/File System:

- Microsoft Windows
- Linux
- Tru64

Applications:

- Microsoft Exchange
- Microsoft SQL Server
- Oracle

Solution:

- CommVault Galaxy Backup & Recovery

Customer Profile

Airservices Australia is a government-owned corporation providing safe and environmentally sound air traffic control management and related airside services to the aviation industry.

The corporation, which has its head office in Canberra, has data and staff wherever there are manned control towers.

The area of operations covers the Australian Flight Information Region, which includes the nation's sovereign airspace and international airspace over the surrounding oceans.

Airservices is responsible for managing airspace covering 51,786,992 sq kilometers - or approximately 11 percent of the world's total airspace.

They are responsible for the management of this airspace as well as for the provision of air traffic and navigational services and associated aeronautical information required by both the domestic and international aviation industries.

Airservices also provides upper-level air traffic services under contract to the neighbouring Pacific Island flight information regions of Solomon Islands and Nauru and lower-level airspace at several airports for the United States Federal Aviation Administration.

The 2900 staff work from a \$550 million fixed asset base spread over 600 sites in Australia. The facilities include 26 air traffic control towers, two control centres (Melbourne and Brisbane) and 17 aviation rescue and fire stations at the nation's busiest airports.

Data Management Profile

The mixed operating environment has led to a varied operating systems profile. Initially Airservices Australia operated an Open VMS system, but it now has a variety of environments.

In recent times, Airservices has experienced logistical back-up problems with a large growth in servers - some 200, supporting business systems.

Using CommVault Galaxy

When Airservices rolled out Windows in seven offices, it needed backup to move away from its VMS legacy system. The company's IT Department carried out an analysis and compared multiple vendors.

The ability to do granular level restores of Exchange objects - that is, finding 'that specific email' - was a significant selling

point for CommVault Galaxy, an Airservices spokesman said. "Trying to find and restore individual emails by restoring an entire Exchange database would also have been very costly".

CommVault Galaxy was implemented and installed by Airservices in May 2002. The installation went smoothly and worked first time without any major hitches. It usually takes about three or four minutes per server to install and then add to a schedule.

The Benefits

The CommVault Galaxy system supports both Windows and Unix, multi-vendor and multi-platform. There are also significant economies of scale benefits.

"While Airservices used to have tape drives everywhere, we now have a centralised tape library. There have also been time savings in managing back up and less physical problems with space and weight," the spokesman said.

"CommVault Galaxy has been simpler to install and operate than expected. The software download is easy and the data planning and data path works effectively."

He said Airservices was impressed with the functions and features of the system. The multi-platform and multi-vendor format, and the quick responses to enhancement requests were also regarded favourably. "Ease of installation and management are also attractive selling points and we have been pleased with CommVault's 24 hour support," the spokesman said.

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