

# IBM® Provides Back-Up System Makeover to Hannapak

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## Overview

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### ■ The Challenge

HANNAPAK is Australia's largest privately owned folding carton and paperboard-packaging manufacturer and a supplier of promotional products. By 2008, the company was faced with an ageing IT infrastructure and an outdated back-up system. Being an SMB with around 70 computer users, the company needed a solution that was inexpensive and easy to use.

### ■ The Solution

After assessing the company's business requirements, IBM Business Partner The Missing Link® recommended that Hannapak migrate to a virtualisation platform and implement a new back-up solution. This approach would deliver the reliability, redundancy and speed that Hannapak needed in its new system, and would be easy to manage as well as being cost effective.

Hannapak purchased two IBM X3650 servers to facilitate the virtual platform and deployed IBM Tivoli® Storage Manager FastBack to manage its data recovery architecture. This represented the first implementation of FastBack in Australia.

### ■ The Benefits

Since implementing the new system, Hannapak has seen a dramatic improvement in the speed and performance of its server platform. The redundancy has improved the company's ability to avoid disaster significantly, and its ability to back up and restore data has given them a new sense of security.



### About Hannapak

Hannapak is Australia's largest privately owned folding carton and paperboard-packaging manufacturer and a supplier of promotional products. It is a member of APPA – the Australasian Promotional Products Association and also a signatory to The Packaging Covenant for sustainable manufacture. Hannapak began operations in the 1950s and continues to expand each year, with the company now having six operating divisions and over 200 employees.

### **Overhauling an ageing IT infrastructure and back-up system**

By September 2008, Hannapak was operating on an ageing infrastructure and a back-up system, which was rapidly being overtaken by the growth of data, and wanted to ensure that the time to recover from a disaster was kept to an absolute minimum. It was clearly time for a system overhaul. Being an SMB with only one IT professional on the ground, Hannapak was looking for a solution that was simple to use and maintain, cost effective and one that would address the business challenges presented by the current environment.

*“Our existing system was very old and slow, and we had multiple servers from different vendors. The back-up software was also an issue. Because it was tape based, it was difficult for us to back up within a reasonable time window and also impossible to back-up more than once per day. We really needed to improve the speed of our back-up.”*

*Darryl Whiteside, IT Manager, Hannapak.*



When the company decided it was time to implement a new accounting package and scheduling system, as well as provide a platform for the future migration of the main MIS system from Solaris to Windows, Darryl saw this as a good opportunity to update the infrastructure also, in order to effectively support the new software.

IBM Business Partner The Missing Link was already providing a number of IT services to Hannapak, so it made sense to approach them for advice and assistance.

### **Virtualisation and IBM Tivoli Fastback**

After reviewing the situation and the business requirements, The Missing Link conducted a three phase process which involved requirements gathering, onsite deployment, and knowledge transfer.

*“Our recommendation was to adopt virtualisation. This would reduce the physical infrastructure, as well as the upfront and ongoing management costs. Instead of managing up to four actual machines, they would only need to manage two. This presented significant cost savings against the traditional approach and provided improved speed and redundancy as it would be based on a shared platform. The IBM Tivoli Storage Manager FastBack software was a perfect fit for this project – it is effective, inexpensive, and easy to use.”*

*Phil Kikalos at The Missing Link.*

"This solution would address Hannapak's large storage requirements as well as issues regarding efficiency of back-ups and ongoing disaster recovery. It would provide an automated back-up system that would require less management time and less reliance on human intervention. Above all, the solution would provide us with the reassurance that critical data would be protected if Hannapak's systems went down," said Phil.

We looked at IBM and other vendors for the hardware component. Our decision to go with IBM was driven by the reliability of IBM's hardware. However, we were really impressed by IBM Tivoli's FastBack software as well. This combination made IBM the clear choice for us."

We did our research and found that FastBack was the best option for what we needed at the time. With FastBack we only backup the blocks within the file that have been modified. Under our old system, we would have to back up the whole file. This meant our back-up procedure would be much quicker and we could even have real time back up if we wanted. I was very impressed," said Darryl.

#### **The sign of a good system is ...**

"From my point of view, the sign of a good system is one that you are not aware of because it's just working away in the background. It just does its job, and when I need something from it, its there. That's how I would describe the new virtualisation and back-up system from IBM," said Darryl.

"The back-up system allows me to restore files almost instantaneously. Having quicker servers has also improved productivity not only for myself but for the company as a whole. Being able to say to a user 'Yes I can recover that file for you immediately' has increased the business' confidence in the IT system," said Darryl.

*"We have seen a huge increase in performance. This means that we can recover files for users in the business much more quickly than before. We can now restore files in the order of seconds or minutes whereas before we would have been lucky to do this in less than an hour and we now have a level of redundancy in our servers that we could only have dreamt about before. And most importantly, we have had a dramatic improvement in peace of mind, knowing that our data is completely protected."*

*Darryl Whiteside, IT Manager, Hannapak.*

**For more information**

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