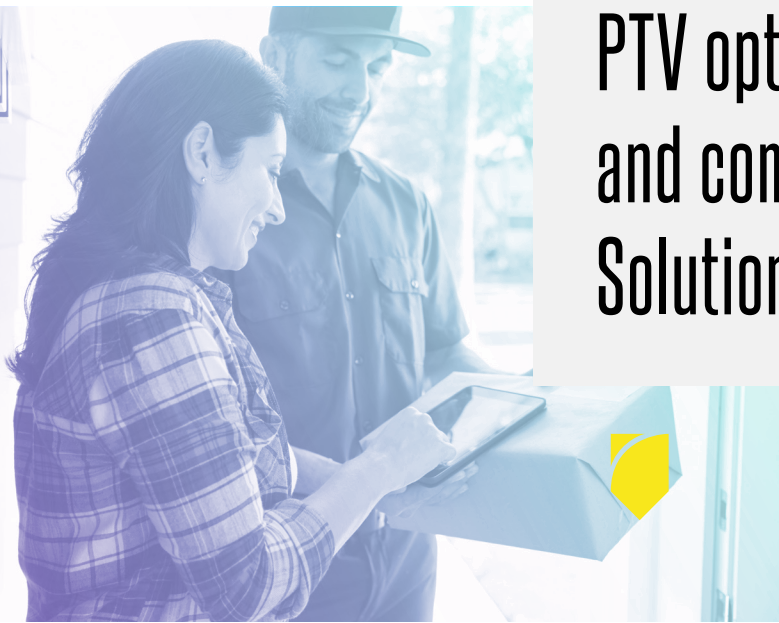# arcserve®

PTV optimizes data management and compliance with Arcserve Solutions

CLIENT PROFILE

INDUSTRY: Software manufacturer

COMPANY: PTV Group

EMPLOYEES: About 900

PTV Group develops intelligent software solutions and integrated traffic concepts for freight and passenger transport. With first-class software, data and scientific know-how, PTV Group helps cities, companies and individuals save time and money, make roads safer and minimize their impact on the environment.

PROBLEM

PTV wanted to update and scale backup and high availability solutions for its Karlsruhe headquarters and all its offices worldwide. In addition, email archiving had to be reorganized to meet new DSGVO (GDPR) regulations.

SOLUTION

With Arcserve UDP, Arcserve RHA, Email Archiving and Arcserve Backup, PTV has a data management system that guarantees data security and is future-proof. Data is continuously backed up from branch offices to central storage. High reliability and fast recovery in the event of an emergency ensure the permanent availability of mission-critical data.

RESULTS

Backup with sources, goal-based deduplication, and subsequent replication, automatically backs up data to headquarters and all branch offices. Backup processes run faster and deduplication reaches record levels (up to 87%). PTV ensures compliance with SLAs and DSGVO.

THE PROBLEM   Innovation with tradition

PTV has been managing the development and implementation of the software used in 2,500 cities to drive freight and passenger traffic, from its headquarters in Karlsruhe for 40 years, working with its 800 employees in more than 20 international branches. The movement of over one million vehicles is coordinated each day using PTV software and, as a result, 40,000 tonnes of CO_2 are saved due to PTV technology. The European Transport Model, which covers all passenger and freight transport in Europe, will be developed using PTV software.

Access to current data around the clock

Ninety percent of all companies worldwide have an IT outage at least once a year. These outages can cost $300,000 each hour and have far-reaching consequences.

The demands on the reliability and high availability of data in freight and passenger traffic are enormous. Longer downtimes must be avoided at all costs, as PTV customers rely on the software to be updated regularly.

PTV was looking for an efficient solution that could secure both the data at its headquarters in Karlsruhe and the systems across its branches. It was important to make the existing database server highly available. The company needed a data management solution that controls all data backup and archiving processes. It also had to be easy to implement without unnecessarily disrupting the daily business of PTV and its customers. Further basic requirements were a fast recovery time of the data in case of a failure and fast replication of the backup data between the defined servers and locations.

THE SOLUTION   Upgrade with proven solutions from Arcserve

As part of this update, PTV wanted to extend and update Arcserve Unified Data Protection (UDP) and Arcserve Backup. In addition, the Arcserve RHA - Replication and High Availability solution was deployed and Arcserve UDP Archiving was installed as an email archiving system.

Arcserve solutions have been used at PTV for a long time. "Arcserve's technology is convincing," said Klaus Fronius, Head of Global IT at PTV. "However, despite our good experience with Arcserve in the past, we compared the offerings of several technology companies before making our decision."

Ensuring business continuity with Arcserve UDP

A successful disaster recovery solution guarantees not only that data can be recovered quickly, but also that this data is as up-to-date as possible. With the installation of UDP, PTV can ensure that all data is consistently backed up and replicated from all the offices to its headquarters in the shortest possible time.

Arcserve UDP backs up 1,000 virtual servers, 500 VMWare and 500 Hyper-V, enabling flexible data recovery. Uncompressed, this results in 700 TB of productive data. The data is backed up and replicated according to the defined backup plans. "We have also successfully deployed the bare metal recovery solution," commented Sascha Or, Manager IT Service & Infrastructure. "Arcserve has successfully passed the acid test."

> We trust in Arcserve when it comes to data protection and avoiding downtimes.
>
> *– Klaus Fronius, Head of Global IT*

Compliance with SLA agreements is supported by the Arcserve solution. The time required for management and maintenance can be reduced by up to 50% through the reliable automation of critical processes such as centralized emergency backup. Combined with a single interface for all tasks and automated SLA reporting for stakeholders, Arcserve makes it easy for IT professionals to secure the company's entire IT infrastructure.

Securing business-critical ERP and CRM data as well as software repositories and daily builds is a top priority for PTV. Using Arcserve UDP, up to 8.7 PB of data can be recovered in an emergency. Deduplication takes place automatically based on source and target. An achievable deduplication ratio of 87% means that backup storage capacities are not unnecessarily burdened and there is less pressure on the IT budget.

The secured data is stored on tapes with Arcserve Backup for long-term archiving. Arcserve has a great reputation across industries for the quality of its tape archiving solution; the tape archive is audit-proof and ensures that PTV complies with its SLA agreements. Arcserve UDP significantly simplifies and accelerates the recovery of accidentally deleted data. The backup window for a full backup has been reduced from 96 hours to 40 hours.

High availability ensured with Arcserve RHA

High availability can be relatively measured as being 100% operational, and can mean the difference between lost customers, lost revenue and damage to the company's productivity and reputation.

For PTV, it is important that all data on its Microsoft SQL Server and Citrix Profile Server is always highly available. The applications running on these servers carry the Microsoft SQL databases for all business-relevant ERP systems.

Arcserve High Availability software helps PTV ensure business continuity with innovative features. Arcserve RHA pursues and implements a 'no downtime' strategy and PTV is able to perform maintenance on HA systems at any time during normal working hours.

Arcserve RHA delivers continuous system, application and data availability for physical and virtual servers to minimize the risk of lost sales opportunities and services - all managed over a single, unified management console. Arcserve High Availability provides real-time server and application monitoring, automatic failover and automatic end-user redirection and failback at the touch of a button, all to reduce system downtime.

Email archiving in accordance with European DSGVO (GDPR)

Email Archiving from Arcserve ensures compliance with the latest DSGVO regulation. After Arcserve UDP Archiving was installed and initiated, it took two weeks for the approximately 7 TB of email data from the previous archive system to be transferred to the new system. This is now fully automated as a continuous process.

THE RESULTS A strong partnership

Data management from Arcserve is the self-sufficient background solution that automatically reduces downtime. Arcserve is fully integrated with other IT systems such as monitoring and health management.

With initial performance and tuning issues, PTV was able to rely on Arcserve Support Services for help. "Arcserve Germany's support team provides us with fast and competent support," said Or. "We know that we can rely on Arcserve."

The installation is the culmination of a long-standing partnership. Arcserve and PTV have been working together for many years, which is a great advantage when developing new solutions. "A reliable data management solution is essential for us," added Or. "We have relied on Arcserve for years and are very satisfied with the solutions we have implemented. The systems are integrated and easy to manage. The workflow tasks can easily be processed automatically. With Arcserve, we have significantly reduced our downtimes and increased reliability."

No downtime risk thanks to Arcserve technology

Arcserve provides PTV with the holistic data management solution it needs to focus on its day-to-day business. Storage capacity is used efficiently and all data and databases are backed up, replicated and highly available company-wide.

By using Arcserve UDP, Arcserve Backup, Arcserve RHA and Arcserve E-Mail Archiving, PTV:

→ KEEPS ITS DATABASES HIGHLY AVAILABLE,

→ BACKS UP AND REPLICATES ALL DATA IN ITS HEADQUARTERS AND BRANCH OFFICES

→ MEETS COMPLIANCE REQUIREMENTS

With Arcserve solutions, PTV has perfected its data protection and ensures that all data is always highly available. Whether IT failures are due to human error, potential Ransomware attacks, cyberattacks or natural disasters, PTV has its data safely under control with Arcserve.

PTV does not currently use Arcserve cloud products but intends to start evaluating them in the near future and to develop solution plans.

For more information on Arcserve, **please visit** arcserve.com