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Martin Gibbons
Commvault

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Case Study

CommVault Cuts Migrated Email Recovery Time and Aids Compliance for Northern Marine Management




Northern Marine



SIMPANA.



Customer Profile

Northern Marine Management (NMM) of Clydebank is a wholly-owned subsidiary of the Swedish Stena AB Gothenburg Group. It employs more than 4,000 staff worldwide, maintaining commercial, technical and crew management contracts for ship owners and operators. NMM manages 90 vessels including Bulk Vessels, RoRo Passenger/Freight/Container Vessels, Semi-Submersible drill rigs and 'Tall Ship' Sail Training Brigs for companies such as Chevron, BP Exploration, Technip and Stena itself.

The company had not been able to keep pace with increased communication demands due to an increase in volume of e-mail communications and increasingly stringent compliance demands. NMM decided to find a replacement system that was simple to use, with improved service and security that would let it meet its growing compliance requirements. With workers often based at sea or abroad, NMM needed an e-mail system that would also support mobile workers.

The Challenge

As a firm with U.S. interests, NMM must ensure that it complies with many financial regulations and is able to search and retrieve information readily and easily. The Sarbanes-Oxley (SOX) compliance regulations, which mandates increased corporate governance and improved financial disclosure, has implications for data management, specifically data archiving. Like all organizations, NMM generates a lot of data.

Clients requires shipping data to be stored for a minimum of seven years, sometimes up to ten years. NMM estimates that Technical Operations staff keep up to three gigabytes of archived e-mail data and one gigabyte of current e-mail data on the system at any given time. Senior staff can receive up to 1,000 emails every day while over seven terabytes of PST files are stored on the company's multiple servers. The volume of data under management means that a fast, effective back-up, recovery and archiving solution is crucial.

Legal requirements on what data is stored and for how long also affect NMM whenever a vessel is built, or is being managed by the company. These requirements mean levels of information can run into vast quantities. NMM needed a tool that could not only effectively manage all of this information but also retrieve it on demand.

The Solution

After some evaluation, NMM turned to CommVault for a solution. CommVault originally provided NMM with a backup and recovery solution, but as demands on the business changed the technology needed to change with them. An HSM migration and archiving solution for its Exchange 2003 environment and rapid application recovery was then implemented which offered a powerful storage resource management capability. This enabled NMM to report on, monitor and trend its application data growth giving the organisation more control over its data whilst ensuring it continues to comply with all government regulations."

Using CommVault's platform, NMM is now able to backup its information every hour, where before it would have taken six hours to restore a mail database. Galaxy Backup & Recovery, CommVault's data protection solution, gives NMM the ability to enforce policy-based actions across the firm and its systems, and can protect Windows 2003, 2000, and NT4 FAT or NTFS data, plus more challenging data sets like NT hardware hive, Windows 2003/2000 system state, directory mount points and links and remote storage services.

Storing and backing-up are just two parts of the compliance equation; the data must be searchable and easily retrievable. When customers, and auditors - KPMG, or authorities request data it is very important that NMM is able to access and provide it quickly. These features of the CommVault solution also aid NMM's own internal auditors who have to ensure that the correct procedures are followed, thereby guaranteeing the important ISO9001 accreditation.

Galaxy Backup & Recovery takes data, catalogues it and tags it for storage, meaning that when the database is searched the information is easily retrieved. DataArchiver stores messages and their attachments in a form that meets regulatory requirements such as those presented by HIPAA, SOX, or BASELII, as well as a firm's own internal corporate policies.

DataMigrator is CommVault's policy creation and enforcement tool that gives the administrator a fast and easy way to create policy sets, target content, adjust rules and schedule operations across the entire business. QuickRecovery saves an image of any given server, providing a synthetic backup to tape. All this is done automatically and provides excellent business continuity.

In order to lessen the storage burden and make search and retrieval faster, DataMigrator exports any associated attachments holding them in a migrated server rather than on the Exchange database. **"Despite an increase in data – of between 140 and 200 percent each year - backup times have remained relatively consistent and our Exchange databases have grown minimally,"** says Sharon McLaughlin, IT manager at NMM. Backups are completed every day between 10 p.m. and 2 a.m.

The Results

DataMigrator is already delivering a 10-fold improvement in migrated e-mail recovery. NMM operates from number of different sites and interests, including the UK, Sweden, Germany India, Philippines, Singapore and the United States of America. Each of these offices generates data which must be backed up and managed centrally. CommVault has enabled the IT team of six to centralize its servers and manage their data from one office.

Although there were concerns that the change in systems might lead to increased pressure on the helpdesk, the opposite effect has been felt. The team found that they no longer spend a significant amount of their time responding to user queries about data, with the result that they are much more proactive in improving the IT infrastructure, rather than simply dealing with reactive enquiries.

McLaughlin says the system has been very beneficial. **"We have expanded our use as requirements from the business have changed, and as we have done so our user's level of confidence in the system has grown. Eighty-five percent of our business needs have been met and calls to the help desks have dropped from four-to-five a day to practically one or two a week."**

NMM estimates that its investment in CommVault has paid for itself through eliminated IT spending and increased operating efficiencies.

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