

> Arrow supports business growth and continuity with Arcserve solutions



CLIENT PROFILE

Industry: IT Services
Company: Arrow Electronics Inc.



BUSINESS

Arrow Electronics is a global provider of products, services and solutions to industrial and commercial users of electronic components and enterprise computing solutions, with 2012 sales of \$20.4 billion.

CHALLENGE

Faced with growing volumes of data, Arrow's U.K. enterprise computing solutions division needed a data protection solution that was scalable but also more cost-effective longer term.

SOLUTION

Arcserve Managed Capacity safeguards 10 terabytes of data across multiple sites, platforms and applications. The solution also enables greater cost control and predictability in line with data growth.

BENEFIT

Arrow has a reliable and cost-effective solution that safeguards business continuity, ensures compliance and offers the flexibility and scalability required to support future growth.



BUSINESS

Adding value through innovative solutions

Arrow Electronics is a global provider of products, services and solutions to industrial and commercial users of electronic components and enterprise computing solutions, with 2012 sales of \$20.4 billion. Arrow serves as a supply channel partner for over 100,000 original equipment manufacturers, contract manufacturers and commercial customers through a global network of more than 470 locations in 55 countries.

Through close alliances with the world's leading vendors, Arrow delivers innovative solutions, complemented by an impressive portfolio of expert professional services and IT training. It also offers state-of-the-art solution suites to demonstrate technology in a heterogeneous environment and enable its channel partners to educate and influence key customers to drive incremental business.

CHALLENGE

Containing costs while driving growth

Arrow's goal is to become the foremost technology provider, pursuing a strategy of acquisitive as well as organic growth. In the U.K., this entails taking the lead ahead of four to five other major technology distributors in the region.

Business continuity forms a key part of this strategy, and in ensuring the smooth running of operations and effective communications with customers, partners and suppliers. Rob Parkinson, IT director at Arrow's enterprise computing solutions business in the U.K., explains, "IT plays a critical role in helping the company meet its goals. Efficient processes and communications are essential for developing and maintaining relationships with solution providers."



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As its managed service contract approached renewal, Arrow's U.K. ECS division recognised that it needed a more cost-effective yet scalable data protection solution that would safeguard continuity and accommodate future growth.

Nick Barnett, infrastructure manager at Arrow ECS U.K., comments, "Over the course of the contract, data storage had proliferated and this, together with our planned business growth, meant that we needed a more scalable solution for our business than our existing data protection solution offered."

As Arrow had recently deployed a new infrastructure within the ECS U.K. operations, it sought a solution that would operate not only across the new virtualised environment but also with older physical servers.

SOLUTION

Comprehensive replication and backup across five sites

Following a thorough evaluation of different solutions available on the market, Arrow selected Arcserve Backup and Arcserve D2D, featuring Central Protection Manager and Host-Based VM Backup). "Arcserve Recovery Management solutions stood out as best-of-breed and the company's Managed Capacity licensing option offered an extremely cost-effective approach for managing growing volumes of data," comments Parkinson.

As the company offers the Arcserve solutions to its customers, using the technology in-house had the additional attraction of enabling Arrow to showcase a key proposition that it offers to its channel partners and their customers. Parkinson explains, "As a value-added distributor, we have a strong policy of leading by example wherever possible. Using the solutions to protect our own data demonstrates our confidence and ability to deploy them."

Using internal technical and professional resources, Arrow deployed the solution smoothly over the final six months of its legacy managed service contract. Arcserve provided training prior to and following the implementation. Barnett comments, "Arcserve supported us throughout the project and continues to work with us to identify potential improvements and ensure that we are get maximum benefit from the solution."

The solution currently protects 10 terabytes of data, encompassing almost the entirety of Arrow's ECS U.K. infrastructure, from senior directors' laptops to key applications.

Data from Arrow's ECS U.K. main data centre in Harrogate is backed up on two storage area networks (SANs). Similarly, four remote sites are also backed up onto the SANs via the network.

Barnett comments, "With Arcserve Recovery Management solutions, backup and data recovery processes are faster than previously. It is also easy-to-manage and works seamlessly with VMware and non-virtualised technologies and hardware."

In addition, the solution's comprehensive reporting and notification capabilities enable Arrow to be fully informed of backup statuses.



BENEFIT

Enabling business continuity and growth

With Arcserve Recovery Management solutions, Arrow has fast and reliable data recovery that not only ensures business continuity and but also fully conforms to regulatory requirements. Parkinson comments, "We now have greater control over budgets thanks to the solution's simple and predictable cost model."

As a result of implementing Arcserve Recovery Management solutions, Arrow is also benefitting from:

- Increased efficiency due to faster backup and recovery processes
- Enhanced credentials through the ability to showcase the solution in-house
- Scalability to support future data and business growth.

Parkinson concludes, "We have a reliable, scalable and cost-effective solution that can support the business as it pursues its growth strategy."



We have a scalable solution that can support the business as it pursues its growth strategy.



Rob Parkinson | IT director

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