

> Jotun safeguards manufacturing and supply chain continuity with Arcserve



CLIENT PROFILE

Industry: Manufacturing
Employees: 7,800
Revenue: NOK 13,500 million (2010)



BUSINESS

The Jotun Group is a leading global manufacturer of paint and coatings, with operations in 80 countries and 38 production facilities across all continents.

CHALLENGE

With any disruption to manufacturing or supply chain processes quickly impacting profitability, Jotun needs to ensure critical data remains highly available.

SOLUTION

Arcserve Backup and Arcserve Replication protect 25 terabytes of data across 250 servers, including Jotun's business-critical Lotus Domino databases. Jotun has been using Arcserve Backup for more than 20 years.

BENEFIT

Jotun can backup its data with minimal administration and reduced hardware requirements. The ability to restore files quickly safeguards business continuity and supports profitable growth.



BUSINESS

Global paint manufacturing operations

With 38 production facilities located across all continents, the Jotun Group is one of the largest manufacturers of paint and powder coatings in the world.

Jotun's operations include the development, production, marketing and sales of paint and coating products for the residential, shipping and industrial markets. The group comprises a network of more than 70 companies, plus agents and distributors, throughout more than 80 countries.

Jotun is focused on achieving organic growth, and in particular expansion in the Far East.

CHALLENGE

Preventing disruption to production activities

As a manufacturing company, safeguarding production continuity and a seamless supply chain is vital to Jotun's profitability. Trond Nordby from Group IT at Jotun, comments, "Just a short delay to manufacturing, order processing or delivery can result in lost revenues and unsatisfied customers."

At Jotun, all these critical business processes are reliant on the availability of a number of key Lotus Domino databases. For example, if the company's customer ordering database is not available, Jotun is unable to take orders or load its trucks for delivery.

Although Jotun uses SAN (storage area network) replication between two datacentres to safeguard data in the event of a disaster, it also needs a reliable and cost-effective backup system that enables rapid restoration of accidentally deleted or corrupted files.



A short delay to manufacturing, order processing or delivery can result in lost revenues.





Providing effective backup facilities for Jotun's satellite offices was particularly challenging, as Nordby explains, "Some of our smaller offices do not have IT staff onsite. Relying on non-technical staff to administer backups not only took up their time, but also led to human error. To safeguard data, we were keen to adopt a more strategic centralised approach."

SOLUTION

Automated backup and replication

Jotun has been using Arcserve Backup for more than two decades to protect data at its head office and five other large sites in Norway. Nordby comments, "We have a 20-year history with Arcserve Backup, and it has always been reliable, cost-effective and offered excellent performance."

The solution backs up 25 terabytes of data from 250 servers, including the company's critical Lotus Domino databases and ERP (enterprise resource planning) system.

Backup is automated and includes incremental daily backup as well as full weekly backups that run over the weekend. Jotun uses disk-to-disk-to-tape backup to enable rapid recovery of recent files, with tapes stored offsite in case of an event impacting onsite facilities.

Nordby comments, "Backups usually run without any problem, but to verify this, we use the Arcserve interface every Monday morning to check at a glance whether any backups have failed, identify why and take corrective action."

To ensure smaller offices enjoy the same level of data assurance, Jotun implemented Arcserve Replication in December 2010. The solution was deployed with assistance from local partner Atea, and replicates data from Jotun's satellite sites to the main datacentre located at its Norwegian head office.

Nordby comments, "Arcserve Replication is integrated with Arcserve Backup so the entire replication and backup process is automated and seamless. Although we have only just started to deploy this solution and are currently only using it at seven of our sites, we expect to extend the deployment to more offices in the future."



The Arcserve solutions help us fulfil customer orders without disruption.





BENEFIT

Rapid data recovery safeguards customer service levels

Using the Arcserve Recovery Management solutions, Jotun is able to restore an accidentally deleted or corrupted file in seconds and a large Lotus Domino database in a matter of minutes.

“The ability to recover files quickly means we have continuous access to the data we need, which minimises disruption to business continuity,” comments Nordby. “Additionally, Arcserve Backup’s data deduplication capabilities mean that we can reduce the disk and tape space required for backups.”

As a result of the Arcserve solutions’ extensive and reliable functionality, Jotun is able to:

- Decrease hardware costs through data deduplication
- Minimise the resources required to administer backups – in the last two years backup volumes have grown by 60 percent but can still be managed by a team of just two people
- Restore databases and files from up to five years ago in compliance with corporate policies

Nordby comments, “The Arcserve Recovery Management solutions help us ensure we can fulfil customer orders without disruption, which is vital to customer service and profitable growth.”