

# Wrigley sweetens its SAP backup

HP Data Protector technology enables virtually 100% backup success rate, reducing break-fix costs, risks of critical data loss



## WRIGLEY

“HP Data Protector software lets us perform zero downtime backups for our global SAP instance. The integration with our HP storage systems and SAP environment is outstanding. It’s easier to configure and manage our backups, even when we’re asking the software to do fairly complicated tasks.”

—James Odak, Senior Global Systems Engineer, Wm. Wrigley Jr. Company

HP customer case study: HP Data Protector software enables reliable protection of global SAP instance  
Industry: Consumer

### Objective:

Upgrade SAP backup technology to improve reliability, meet business requirements for data security

### Approach:

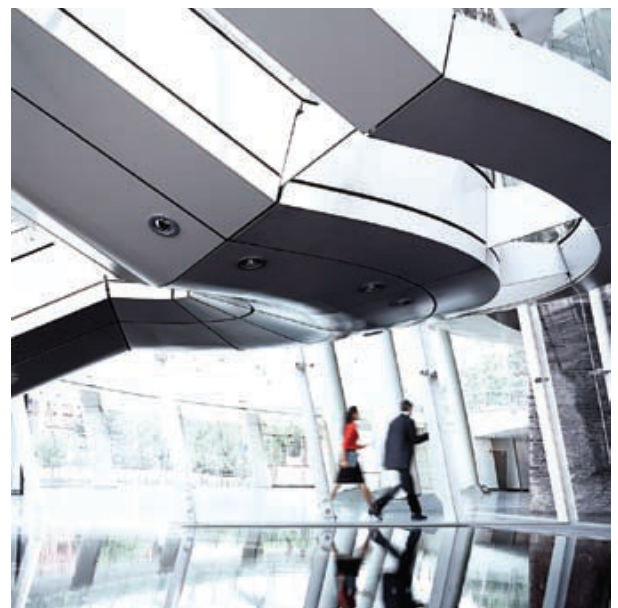
Leverage virtual tape technology to implement three celled data backup environment

### IT improvements:

- Backup success rate now nearly 100%
- Backup times reduced from 15 minutes to one minute
- Data Protector purges take only 10 minutes per cell

### Business outcomes:

- Risk of loss of business critical data significantly reduced
- Application development costs reduced by 5%
- Break-fix costs reduced by \$38,000 per year
- Improved ability to generate reports on backups for business



Its signature product—chewing gum—couldn’t be more low-tech, but behind the scenes, Wm. Wrigley Jr. Company takes a very sophisticated approach to business technology. It has to: the company operates in more than 40 countries and distributes its famous gum, candy and chocolates in more than 180. Some years ago, Wrigley implemented an SAP® infrastructure to keep its operations integrated and its business processes standardized. More recently, it upgraded the HP hardware running that infrastructure, replacing a PA-RISC HP 9000 mixed platform with HP Integrity servers.

One issue continued to challenge Wrigley, however, data backup. James Odak, Senior Global Systems Engineer, Wrigley, is just one member of a two-person team managing the company’s data center systems, including its storage systems and UNIX servers. To manage its data protection process, Wrigley

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Wm. Wrigley Jr. Company



implemented a single instance of HP Data Protector software for over 200 clients; and wrote data to a physical tape library.

Odak recognized the setup needed an upgrade. “We run archive log backups for our global SAP instance every 15 minutes,” he explains. “It’s about a gig of data per backup.”

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*“Our project teams used to spend at least two hours out of every forty focusing on backup-related issues. Now they know they don’t have to worry about it.”*  
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The backup itself only took a couple of minutes—but loading the physical tapes took about 10. The math alone was squeezing the system: no sooner would one backup finish that another one would begin, with no wiggle room for any variables whatsoever to impact backup processing.

Using as much physical tape as Wrigley did also put considerable wear and tear on the company’s library, inevitably resulting in periodic hardware failures. Too many times, Odak often received calls in the middle of the night about failing multiple backups. Something had to change.

So Odak reconfigured Wrigley’s data backup processes to more effectively leverage Data Protector and implement virtual tape backups.

#### **Optimized SAP storage**

Wrigley’s SAP environment, primarily SAP ERP 6.0 (ECC), SAP BusinessObjects™ Business Intelligence and SAP NetWeaver® Business Warehouse, runs on HP Integrity rx3600 and rx6600 systems running

HP-UX 11i versions 2 (11.23) and 3 (11.31). This standardized environment is designed to optimize manageability. For instance, Wrigley only needs to manage two patch bundles, making it simple for Odak and his team to keep track of firmware and patches.

For storage that doesn’t demand zero downtime, such as the company’s test and development environments, it uses HP StorageWorks Enterprise Virtual Array (EVA) systems.

Wrigley’s “always on” tier one storage system is based on an HP StorageWorks XP12000 Disk Array. Wrigley implemented this system—replacing an older HP data storage system—shortly before it upgraded its SAP environment to the highly available Integrity servers.

The company engaged HP consulting services to help with the implementation of the XP12000. HP performed the configuration, increasing the storage system’s logical unit (LUN) sizes from 4.3 gig to 50 gig. “Configuring our arrays into 50 gig LUNs optimized the system’s performance for the SAP applications,” Odak notes. HP also performed the cutover to the XP12000 system application by application.

For disaster recovery, Wrigley installed an HP StorageWorks XP10000 system at a second data center location 800 miles away. It uses HP StorageWorks XP Continuous Access Software’s asynchronous replication function to support high-performance replication between the two locations.

#### **Faster backups free system resources**

Once the hardware was in place, the next step was to implement a more sophisticated data protection solution. For this, Odak worked with HP channel partner American Digital.

The team first implemented two more HP Data Protector cells, for a total of three cells. Two of the cells support non-critical systems; their data is backed up to a NetApp virtual tape library (VTL). The third cell supports Wrigley's production systems. For these, data is first backed up to the NetApp VTL, and then transferred to an HP StorageWorks MSL8096 Tape Library.

The servers supported by this cell, Odak says, are configured as a four-node HP Serviceguard cluster for high availability. The challenge was to enable virtual tape within this environment—backups that would work any time a particular server was performing a given operation.

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*"Leveraging HP Data Protector allows us to perform frequent backups of our critical systems without negatively impacting our system resources."*  
*James Odak, Senior Global Systems Engineer, Wm. Wrigley Jr. Company*

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Wrigley solved this by leveraging the flexibility of Data Protector software, configuring the software so that should the cluster experience a hardware failover, the backup processes won't be impacted. "Data Protector let us designate a unique name for every tape drive device file," Odak explains. "So no matter what happens to the servers, the logical drives with the specified device names will be accessible within the cluster."

Leveraging virtualization also enables Wrigley to configure as many drives it wanted within a single disk license.

The first benefit of the new configuration, Odak says, is that the backup isn't dependent on the loading and

unloading of physical tapes. "We eliminated the tape load time," he says. "So now, our entire process for the archive log backup is complete in a minute." With backups scheduled four times per hour, this means that 14 out of every 15 minutes, system resources are free for other tasks.

Because there are three Data Protector cells, Odak can perform full system and database backups outside of regular business hours. This also frees up data center resources during the times when Odak and his team members are on site and working.

## Customer solution at a glance

### Primary application

SAP backup

### Primary hardware

- HP StorageWorks XP12000 and XP10000 Disk Arrays
- HP StorageWorks Enterprise Virtual Arrays (EVA) systems
- HP StorageWorks MSL8096 Tape Library
- HP Integrity rx3600 and rx6600 servers

### Primary software

- HP Data Protector software
- HP StorageWorks XP Continuous Access software

### HP Services

- HP consulting services

The new approach is also easier on Wrigley's hardware because tapes aren't being loaded, unloaded and moved around as many times each day.

The new configuration also makes certain tasks simpler, such as cleaning up the Data Protector database. "Data Protector data becomes fragmented over time, which can increase look-up times," Odak notes. "So once a month we purge all of the data and read it back into Data Protector." With the old configuration, it took over 24 hours to do a purge. Today it takes only 10 minutes per cell—a huge efficiency gain for the business.

#### **Backup success rates virtually 100%**

But the most important benefit of the new configuration is its reliability. "The business was always concerned about the reliability of our data backups," Odak says. Wrigley never needed to retrieve any critical data, he adds, but with the old configuration there was significant risk of data loss. "Without the ability to track the success rate of our backups, I estimate the success rate was no better than 75%."

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*"We eliminated the tape load time. So now, our entire process for the archive log backup is complete in a minute."*

James Odak, Senior Global Systems Engineer, Wm. Wrigley Jr. Company

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Today, the backup success rate is virtually 100%, he continues. "We have an extremely high degree of confidence that we have secure copies of our SAP systems' critical data."

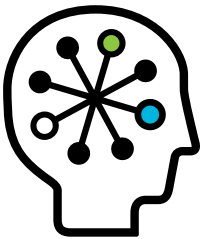
With more confidence in its backups, Wrigley can now reduce its project development costs. "Our

project teams used to spend at least two hours out of every forty focusing on backup-related issues," he says. "Now they know they don't have to worry about it." This translates into a 5% reduction in development labor costs, Odak adds.

The system is also less prone to hardware failure. "It cut the time we spend on break-fix issues in half," Odak says. The impact of this is particularly significant given that Wrigley runs its central data center with such a lean staff. "There's only so much that two of us can do in a given day," Odak notes. "An excessive workload meant hiring contractors to help." Today, with the reliability of the new system, Wrigley has reduced its need for outside help, saving the company approximately \$38,000 per year in contract costs.

The new configuration also provides better support for reporting. "When the system was occupied continually performing backups, there were no resources available for generating reports," Odak says. "Now there is." Odak runs monthly reports to document storage system capacity and backup success rates, and can generate additional reports if required at any time. The result: they can look for ways to become more effective instead of simply administering systems in order to keep them running properly.

"Leveraging HP Data Protector allows us to perform frequent backups of our critical systems without negatively impacting our system resources," Odak says. "I'm no longer getting calls at 2 a.m. to resolve backup issues. And the business knows the risk of losing data to a level that supports its standards for data and system integrity is now greatly reduced."



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