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▶ CASE STUDIES IN SUCCESS



Tupperware
Brands
Corporation

TUPPERWARE BOOSTS
BACKUP SPEED
AND RELIABILITY
WITH QUALSTAR'S
COST EFFECTIVE
XLS TAPE LIBRARY

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CASE STUDIES IN SUCCESS



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Bill Slaughter

IT Architect, Tupperware Brands Corporation

THE COMPANY



While the word “Tupperware” might naturally bring to mind one of the company’s popular air and liquid tight plastic food containers, Tupperware Brands Corporation has evolved significantly since it’s early start in the post-World War II boom. Today, the Orlando-based company boasts an independent sales force of 2.3 million who now offer products from multiple consumer categories, including kitchen preparation, storage and serving as well as beauty and personal care. Recently recognized by *Fortune* and *Forbes* magazines as one of the world’s most admired companies and one of America’s best big companies, Tupperware remains true to its early roots of consumer value, innovation, reuse and sustainability.

THE CHALLENGE

Overseeing the backup needs of Tupperware’s growing data center environment, IT Architect Bill Slaughter had evolved the company’s Orlando data center to incorporate two Tivoli Storage Manager (TSM) servers. The servers are responsible for backing up over 130 Microsoft Windows and Linux servers.

Mr. Slaughter also opted to round out his tiered backup architecture with a large tape library equipped with 16 LTO 2 tape drives. The tape library stores all backup data, plus deep archival storage. It also houses less-compressible weekly server OS image backups and monthly system backups compressed into ISO format. Backup tapes from the library were also routinely transported via Iron Mountain to Tupperware’s Orlando data center.

As time passed, he began to notice an unsettling trend with the tape library: An ongoing spate of mechanical incidents, sporadic drive reliability issues and increasingly quirky tape failures. Despite such disruptions and their impact on backup operations, his Unix Team still



THE SOLUTION



managed to work around much of it and move forward with whatever process adjustments needed to be made.

While these issues undoubtedly played some part in his ultimate decision to replace the legacy system, they were not what ultimately drove Mr. Slaughter to explore replacing the library. “The cost of their maintenance was

the last straw,” he said. He recalled how the vendor had increased library maintenance costs each year until it had reached somewhere in the range of \$60,000 per year. Yet, his on-going issues remained. “I told the (incumbent) sales guy, ‘For \$60,000 per year, I can replace this library.’ He didn’t get it. He offered to sell me another library.”

A prior contact connected Mr. Slaughter with Florida-based LH Computer Services. After hearing about his on-going reliability issues and high maintenance costs, LH representatives suggested that he take a closer look at one of Qualstar’s XLS Series enterprise tape libraries, the XLS-812300, equipped with six LTO 3 tape drives. (By selecting LTO 3 drives which can read and write LTO 2 tapes, he insured that Tupperware’s significant investment in LTO 2 tapes was protected. XLS also supports LTO 4 drives, but they will only read LTO 2 tapes, not write them).

“LH told me they couldn’t imagine why I was having these problems and that they’d hardly ever had problems with Qualstar libraries,” he said. While their experience was reassuring, he had no plans to make a change unless the TCO costs (to purchase and maintain the XLS system) were in line with what he had in mind.



He wasn’t disappointed. “LH came up with a pretty good 5-year plan to ‘gate-keep’ the costs down and get us into the XLS library (including purchase costs and annual maintenance) for about the cost of maintenance (on the legacy library),” he said. Once the plan was accepted, Mr. Slaughter started making arrangements to bring the XLS-812300 library into production.

Implementation of the XLS went smoothly. “The library install was done pretty cleanly,” he said. “It was integrated inside TSM and we



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THE SOLUTION, CONTINUED

started doing backups that first day to our test system, then rolled it into production. Everything just seemed so smooth. Within a few days, the data was also migrated overnight from some of the storage pools I had on tape. The process all went very well." An added bonus is that backup speeds on his LTO 2 tapes increased by more than 50%, thanks to using the faster LTO 3 drives.

He also noticed an interesting side benefit: Most of the prior "faulty" tapes he'd marked and even set aside as questionable with the old system suddenly worked fine, registering no errors when run on the XLS library. This, in turn, caused the whole backup process to run more smoothly with much less administrator intervention needed.



THE FUTURE

As Mr. Slaughter looks back at his experience thus far with Qualstar's system, he's satisfied he made the right choice. He's also confident the system will serve his needs for quite some time to come. "I knew the system would last me for a while. That's the purpose I bought it for," he said. "I also know it is easy to expand if I ever need to do so."

He went on to note the following: "The XLS initially appealed to me based on the price of the library and the cost of maintenance." Since using it in production, however, he has also been happy to report high reliability and good speeds. "We often keep all drives busy during our nightly cycles."

The XLS-812300 also gained high marks for Mr. Slaughter's overall experience with the system. "I would say it's a very good system and has been easy to implement. In our case, I'd highly recommend it. I've really had no problems with it at all."

Qualstar's highly regarded XLS Enterprise Tape Library Systems feature patented Compass Architecture™ to deliver very high storage density and lower power consumption. XLS cost-effectively expands from 240 Terabytes to over 15 Petabytes.

The XLS Enterprise Library Systems are available exclusively through Qualstar's worldwide network of Authorized Resellers. Visit: <http://www.qualstar.com/xls> for more information.

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