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Case Study

Fujairah National Group

Data Protector modernizes backup approach for improved compliance and more effective disaster recovery.

Who is Fujairah National Group?

Fujairah National Group (FNG) is one of the leading diversified business entities located on the East Coast of United Arab Emirates. It is structured into eight operational divisions: Construction, Real Estate, Healthcare, Education, Oil Storage, Aviation, Trading, Services, and Hotels. FNG maintains a decentralized approach, giving individual businesses flexibility and versatility to maintain a competitive edge.

"As we worked through our backup challenges, we developed comprehensive internal compliance standards. Our new version of Data Protector, expertly supported by Micro Focus (now part of OpenText™), fits into this best practice strategy. We can see many opportunities and enjoy the partnership we have built together."

ABDUL TABRAYZ
Group IT and SAP Manager
Fujairah National Group

Streamlining and Automating Backup Practices

Although the general business strategy is decentralized, IT takes a different approach. Within FNG, one datacenter serves all companies with centrally managed backups of their Exchange, SQL, Oracle, VMware, and SAP HANA environments, as well as various file sharing platforms. OpenText™ Data Protector had been in use for many years, but unfortunately the team encountered issues, as explained by Mirza Baig, IT Infrastructure and Team Lead for FNG: "Due to a lack of local support, before Data Protector was acquired by Micro Focus (now part of OpenText™), we were not able to make the most of this solution. There was a persistent backup error which unfortunately meant that we regularly had to intervene during the nightly backup session. Losing sleep to ensure effective backups is not an optimal position at all, and we had started looking for alternative backup solutions. Thankfully, it was at this time that Micro Focus (now part of OpenText™) took over ownership and management of Data Protector and we were contacted by a solution consultant who was committed to showing us that Data Protector could serve our purposes, and more."

A successful upgrade to a more recent Data Protector version protected FNG against

مجموعة الفجيرة الوطنية
FUJAIRAH NATIONAL GROUP

At a Glance

- **Industry**
  Other
- **Location**
  United Arab Emirates
- **Challenge**
  Restore trust and support new backup strategy to encompass a very diverse IT environment, including virtual machines
- **Products and Services**
  Data Protector
- **Success Highlights**
  + 90% application coverage, including virtual, for consistent automated backups
  + Cost-effective storage with 25:1 data deduplication and compression
  + 1–2 hour disaster recovery capability boosts confidence

> "Over 90 percent of our business-critical systems is now covered by Data Protector. With data deduplication and compression rates of up to 25:1 we realize cost savings and can do more with less."
>
> **MIRZA BAIG**
> IT Infrastructure and Team Lead
> Fujairah National Group

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the threat of ransomware and provided options to modernize the backup process and respond better to compliance requirements. OpenText™ introduced the FNG team to HPE StoreOnce to provide a single, high-performance backup architecture that spans the entire enterprise. FNG had always backed up to tape devices with different tiered tape libraries. They were aware that although this was a very safe method—tapes cannot be tampered with or hacked—it was not the most efficient way. With guidance from OpenText they moved to disc backup, with a second tape copy that could be kept off-site for compliance reasons. Full integration between Data Protector and HPE StoreOnce means that up to 40 databases are backed up concurrently, rather than in isolated processes.

High Ratio Data Compression for More Cost-Effective Storage

An additional benefit is the integrated VMware backup, which previously had been a manual effort. Data Protector integrates with the VMware vSphere virtualization platform providing full backup and restore for the entire virtual environment. Having all systems centrally managed through Data Protector gives the team the visibility required for its annual ISO certification audits.

"We have seen great advantages with our new Data Protector-driven backup strategy," says Mirza Baig. "Over 90 percent of our business-critical systems is now covered by Data Protector. With data deduplication and compression rates of up to 25:1 we realize cost savings and can do more with less. We have the flexibility to apply different backup criteria to different applications. Our SAP HANA environment for instance contains very sensitive healthcare data, which is backed up continuously, whereas other applications may only require a nightly backup cycle. We can also specify different data retention levels by system, according to government or ISO requirements."

Disaster Recovery within 1–2 Hours

After each backup session, Mirza Baig receives a summary email notification from Data Protector giving a full status. A complete report can provide backup statistics, licenses, sessions, configurations, schedules, and much more, to effectively monitor the backup environment. "We are now in a position where, in the event of a disaster, we could restore data and rebuild our systems within 1–2 hours. This knowledge alone makes me sleep better at night."

Abdul Tabrayz, Group IT and SAP Manager for FNG, concludes: "As we worked through our backup challenges, we developed comprehensive internal compliance standards. Our new version of Data Protector, expertly supported by Micro Focus (now part of OpenText™), fits into this best practice strategy. We can see many opportunities and enjoy the partnership we have built together."

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