

Master Lock Latches on to Backup Technology Cloud Backup



"Master Lock has been highly satisfied with the Asigra-based BTL Cloud Backup solution since it first tested and deployed the solution in Q3 2009...The most direct benefit has been its ability to cut restore time by half compared to the time taken with its previous backup product. Master Lock is today able to more effectively and elegantly manage data by selectively purging data in its data stores using the policy based data management capability that the solution offers."

- International Data Corporation (IDC)



BTL customer case study

BTL moves Master Lock to Asigra based Cloud Backup Solution

Objective

To find a backup solution to meet Master Lock's growing requirements while reducing the burden on its IT management resources.

Solution

BTL's Asigra-based Secure Cloud Backup Solution

Benefits

- More efficient data management
- Shortened Disaster Recovery time
- Better utilisation of infrastructure & network
- Less pressure on IT staff

Industry

Security

Master Lock, headquartered in Oak Creek, Wisconsin, is recognised around the world as the authentic, enduring name in padlocks and security products. Established in 1921, Master Lock is part of the Home and Hardware group of the Fortune Brands Company, which consists of a number of well-known consumer hardware brands such as Moen and Master Brand Cabinets. Master Lock has manufacturing operations across the United States of America, Mexico and Canada and it has a presence in international locations including China and Europe.

This Buyer Case Study by International Data Corporation (IDC) looks at the deployment by BTL for Master Lock of the Asigra agentless Cloud Backup and Disaster Recovery

IDC Buyer Case Study

Master Lock contracted BTL to provide a subscription-based service for Cloud Backup. BTL is Asigra's largest global partner and provides a fully managed Cloud Backup service to Master Lock using Asigra's backup software platform.

In this study, IDC examines the effectiveness of the solution and service and the reasons why this solution turned out to be Master Lock's top choice to meet its backup requirements. IDC spoke to the Director of Infrastructure and Systems at Master Lock to gain first hand understanding of the pre and post-implementation experience.



"Master Lock evaluated a number of solutions and the Asigra-based BTL Secure Backup solution turned out to be the most suitable. The BTL solution was flexible enough to support backup of both the Windows and Linux systems Master Lock was using."

Worldwide review

Master Lock has more than 1,000 desktops distributed worldwide and about 50 servers. Its Oak Creek location has close to 3.5 TB in network drive storage and each of the remaining nine worldwide locations has between 100 GB and 200 GB of data. In its early years the company centralised most of the systems such as its ERP system, email system and its corporate communications system in Oak Creek, however over recent years, as part of its efforts to mitigate risks and improve IT resource utilisation, Master Lock has been selectively decentralising and moving some systems out of its data centres to remote secure locations while keeping those that are mission-critical (email and CAD engineering systems) and which contribute to the large amount of data that needs to be safely and reliably backed up regularly, within the data centre.

The trouble with tape

The traditional tape-based backup system that Master Lock used stretched existing IT resources following an operational merger within the Fortune Brands Home and Hardware division. Master Lock IT staff had to spend significant amount of time running the backup on premise and shipping the tapes to the offsite archives. With the number of servers and data to be

managed having effectively doubled within a short span of time, Master Lock IT staff were spread thin and were having trouble keeping up with their backup cycles. Disaster Recovery scenarios were tougher to handle as it took a whole day to restore and test Master Lock's systems. Similarly, managing and securely retaining data was done using tapes and the

process was highly manual. Master Lock wanted to change this process and switch to a more reliable system that was less taxing on its IT resources.

Choosing the Solution

Master Lock evaluated a number of solutions and the Asigra-based BTL Secure Backup solution turned out to be the most suitable. One of the key features that appealed to Master Lock was the ability to perform bare metal restores which guaranteed Master Lock the ability to restore in minutes an entire server configuration to dissimilar hardware and its data in an emergency Disaster Recovery scenario. In such emergency situations the feature would allow Master Lock's administrators to quickly recover the complete system on to a new hardware without having to manually reinstall the OS or configure the hardware. The BTL solution was also flexible enough to support backup of both the Windows and Linux systems Master Lock was using.

Initially Master Lock planned to implement the solution on-premise, but the company quickly realised it would be more beneficial to consume it as a service. Master Lock weighed up the training, resources and costs of managing it themselves versus procuring from a third party and decided to leverage the expertise and IT resources of BTL. Before procuring the service, Master Lock requested a Disaster Recovery test. This comprised four different Master Lock servers and the recovery for those servers was completed in half the time it had previously taken using tape. The ability for Master Lock to reduce the restore times by up to 50% was a key point in its decision to move forward with the solution.

"There is an Asigra DS-Client system on-premise, which enables it to recover data locally, as well as a DS-System off-premise in the BTL data centre to achieve Disaster Recovery."



Asigra implementation

Master Lock has implemented Backup Technology's Public Cloud Backup solution for its headquarters at Oak Creek, which houses the majority of its non-ERP based data. Master Lock has implemented the solution for several of its other locations as well. The data that Master Lock backs up to BTL's data centres in Dallas, Texas, includes email, user data, CAD files and data from business systems that reside on network drives.

Master Lock chose an Asigra configuration where it has local operational recovery as well as remote Disaster Recovery. There is an Asigra DS-Client system on-premise, which enables it to recover data locally, as well as a DS-System off-premise in the BTL data centre to achieve Disaster Recovery. As the service provider, BTL has full access to the DS-Client and is therefore able to control, monitor and manage backups and recoveries for Master Lock's servers.

The results

Master Lock has been highly satisfied with the Asigra-based BTL Cloud Backup solution since it first tested and deployed the solution in Q3 2009. The most direct benefit has been its ability to cut the restore time by half. Using the previous backup product it would take Master Lock's IT staff a whole day to completely restore and test the system – today it takes just three hours.

Better Storage and Network Utilisation

BTL's Asigra solution has not only relieved the pressure on Master Lock's IT staff but enables better utilisation of the IT infrastructure with its de-duplication and compression capability. Master Lock achieves approximately 70% compression on its data and can protect much more data than before. Since the data optimisation is done at the client side it also lowers the overhead on its network.

Based on the experience that Master Lock has had with the Asigra software, and Backup Technology's technical expertise in handling its back up process, it is exploring the possibility of relinquishing more control to Backup Technology so it can concentrate on its core business rather than worry about its IT backend. Master Lock is considering letting Backup Technology house its data in a secure location so BTL would also be in charge of the restoration process in addition to the backup process.

Overall the new capability gives a higher degree of protection and assurance to Master Lock that yields long term benefits resulting from risk mitigation.

Ritchie Fiddes, Chief Operating Officer for BTL, says, "Master Lock thoroughly evaluated the different options and decided that Backup as a Service was the best way forward. It's important for every organisation to evaluate this early on in the decision-making process. Cloud backup allows you to leverage the physical infrastructure and technical expertise of your third party service provider and in this case we are delighted that Master Lock chose BTL's expertise in implementing Asigra's software to deliver shorter recovery times, more reliable eDiscovery and storage efficiency savings."

For more information about Master Lock visit <http://www.masterlock.com/>