



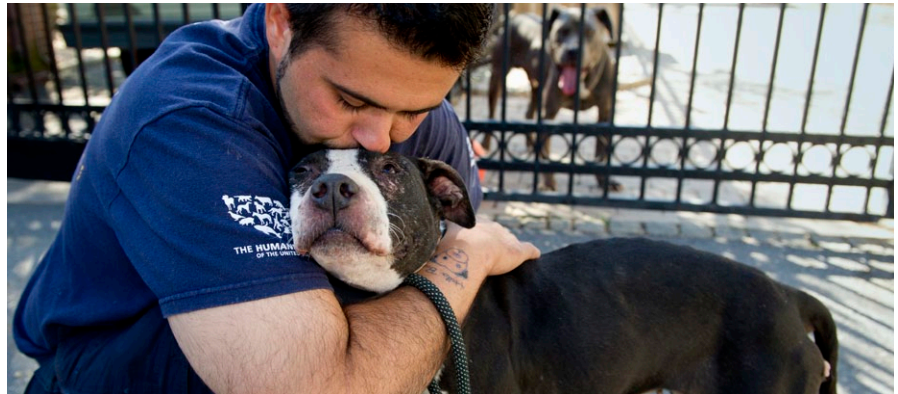
NetApp®
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Success Story

The Humane Society Reduces Costs and Elevates IT Flexibility with NetApp Storage



Another NetApp solution delivered by:



KEY HIGHLIGHTS

Industry
Nonprofit

The challenge

Help protect and maintain the operations of a leading animal protection agency by stretching a limited IT budget across growing storage needs.

The solution

Leverage NetApp® FAS2040 storage systems in its primary and secondary data centers to run a smarter, leaner nonprofit organization.

Benefits

- Reduced storage space by 25% through deduplication
- Reduced data retrieval time from 24 hours to minutes
- Migrated to VMware® virtualized environment
- Saved hundreds of thousands of dollars over three to five years through virtualization, streamlined storage management, and NetApp scalability

CUSTOMER PROFILE

The Humane Society of the United States (HSUS) is the nation's largest animal protection organization. Established in 1954 and supported by 11 million Americans, HSUS seeks a humane and sustainable world for all animals—a world that will also benefit people. Based in Washington, D.C., HSUS employs approximately 550 representatives across the country and is a national advocate for local humane societies.

THE CHALLENGE

Achieving IT flexibility on a rigid budget

The Humane Society of the United States, considered one of the most fiscally responsible charities in the U.S., is committed to running a highly efficient organization to successfully carry out its important mission of protecting pets, as well as safeguarding wildlife and habitat. The nonprofit, which lacks the financial resources of a commercial enterprise, also has to be a good steward of all donations received and maximize every dollar contributed.

HSUS worked with trusted partner Continental Technologies, Inc. (CTI)—a strategic IT infrastructure solutions provider and participant in the NetApp Partner Program—to develop a long-term, scalable storage strategy that would support current and future IT and organizational initiatives.

For efficiency gains and simplified management, HSUS chose to consolidate and virtualize its storage environment, and needed a storage platform that would support migrating its Microsoft® Windows® servers to a VMware platform. “We were operating and managing 40 physical servers, and some with warranties about to expire,” says Marvin Morgan, network administrator at HSUS. “We wanted to move to virtualization to achieve the efficiencies we needed.”

The agency also wanted to enhance its application and data availability by adding a disaster recovery site to supplement its primary data center. The IT team needed proven hardware and software to perform efficient, secure backups, with the ability to easily retrieve critical Humane Society data and files if they were inadvertently lost or corrupted.

Facing budgetary and IT resource limitations, HSUS looked for a storage solution that offered flexibility, ease of management, robust features, and a platform for virtualization. The agency also needed a solution that provided business continuity, powerful data-protection capabilities, reliability, and availability. The IT team required broad visibility into storage utilization and performance, along with the granularity to automate key processes such as backups and to ensure compliance with the Payment Card Industry Data Security Standard (PCI) and other industry regulations.

“With NetApp Snapshot technology, we can retrieve critical donor data in three minutes. With our previous backup technology, file retrieval took 24 hours— an eternity when worried about the loss of important Humane Society data.”

Marvin Morgan

Network Administrator, Humane Society of the United States

THE SOLUTION

Efficient, unified storage from NetApp

After a thorough evaluation period, HSUS established that NetApp storage was the best fit for its IT requirements and organizational mission. Agency decision makers were also confident in the ability of NetApp storage to meet the growing, changing storage requirements of HSUS. “With our budget limitations and transparency as a nonprofit organization, we need to have 100% confidence in every investment we make,” says Laura Folden, director of IT, HSUS. “NetApp offers us highly reliable, flexible technology that we can confidently incorporate into our ambitious three-year storage plan.”

HSUS consolidated its entire storage environment onto two NetApp FAS2040 storage systems—one located in the main data center and the other at the organization’s disaster recovery site. The agency turned to the assistance of partner CTI to help implement the advanced NetApp infrastructure. NetApp System Manager simplifies storage setup and device management for the agency with an intuitive Windows-based interface.

One full-time network administrator manages the NetApp storage systems with the single system-management framework

provided by the NetApp Data ONTAP® operating system. Deploying NetApp FAS2040 systems offers HSUS a path for upgrading to Data ONTAP 8.0, which the organization plans to take advantage of in the future for its larger-size storage aggregates and corresponding efficiency and simplified storage administration.

NetApp software equips the nonprofit organization with the means to easily manage the NetApp storage systems, optimize performance and utilization, and get maximum returns on its storage investment. NetApp Snapshot® technology helps HSUS IT protect data by creating frequent, space-efficient backups of important organizational data, and then exporting the copies using NetApp SnapVault®, which reduces backup and recovery times by 20%. If needed, HSUS uses NetApp SnapRestore® to recover files and databases. NetApp SnapMirror® cost-effectively replicates HSUS data between systems for disaster recovery protection.

NetApp SnapManager® for Microsoft SQL® Server simplifies storage layout planning, backup, and restore operations for the agency’s SQL Server databases. NetApp deduplication technology helps control data proliferation by eliminating redundant data objects in the agency’s data centers.

Citrix servers enable remote access to applications for users at the organization’s seven regional branches. The HSUS core network in the data center includes Cisco Catalyst 4506-E switches. Seven VMware ESX servers provide the virtualization technology.

BUSINESS BENEFITS

Transforming the data center

Efficiency continues to be a key driver for the HSUS IT team, and NetApp is helping the organization meet its goals. With NetApp FAS2040 storage systems and advanced NetApp software, the organization is successfully making progress in its virtualization project. NetApp enabled HSUS to easily migrate to a VMware infrastructure, reducing operating and capital costs while improving utilization of its computing resources.

The IT team has virtualized more than 35% of its storage environment, including its Windows servers, with all accounting data stored on two virtualized Microsoft SQL Servers. NetApp virtualization and consolidation have reduced the agency’s data and storage footprint and power expense. Through virtualizing on NetApp, the agency has already eliminated 12 physical servers, as well as streamlined storage management and scalability, to achieve an estimated savings of several hundred thousand dollars over the next three to five years.

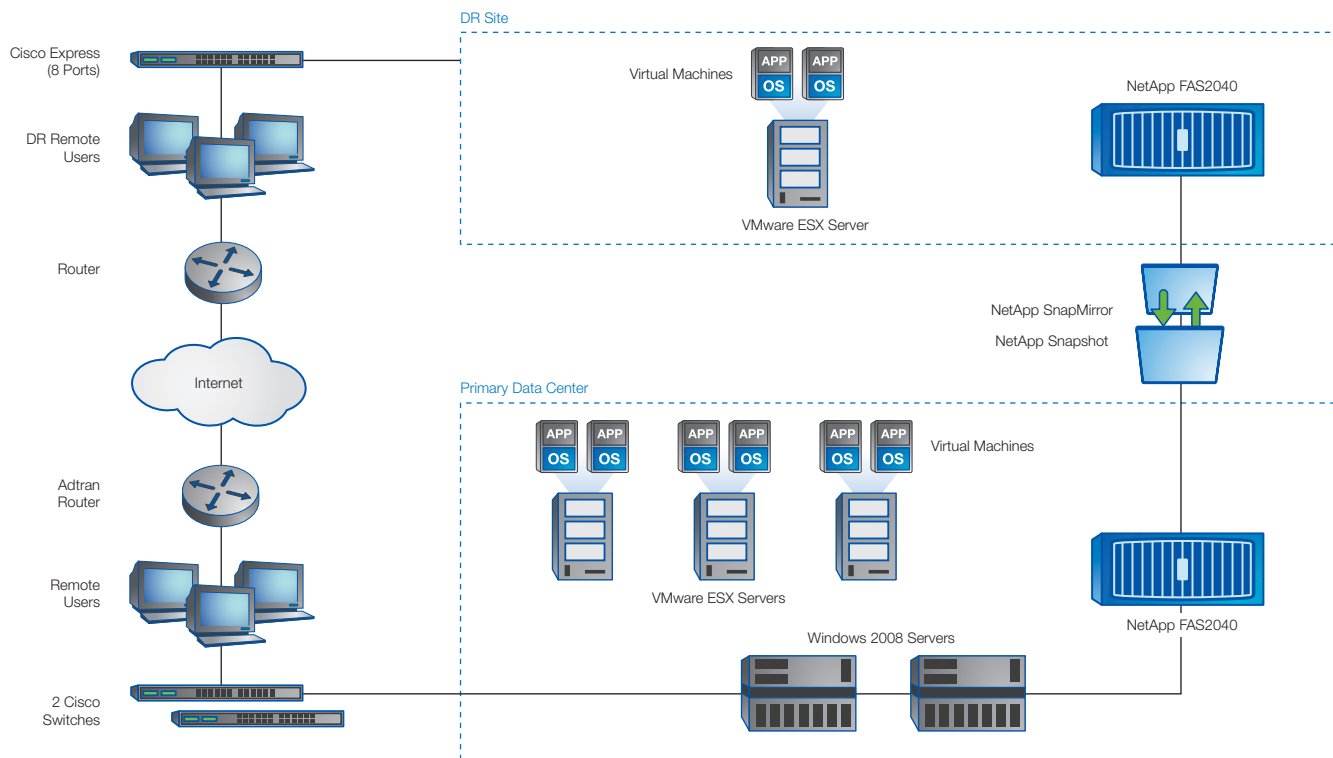


Figure 1) The Humane Society of the United States storage infrastructure.

“Reducing costs is crucial to our charitable activities,” says Folden. “The more we can free up budget, the more we can devote resources to animal and habitat protection. We also reallocated some of that budget to enhance our network connection, which improves critical communication across our mobile devices and laptops, and helps us collaborate better throughout our agency sites.”

NetApp deduplication is adding to HSUS efficiency gains by reducing the amount of storage space required. With NetApp deduplication technology and the comprehensive suite of NetApp tools that predict, monitor, and measure the agency’s use of deduplication, HSUS has realized 25% savings in storage space in its primary data center.

NetApp OnCommand™ management software is helping HSUS improve storage and service efficiency through capabilities that help IT control, automate, and analyze its storage infrastructure. With tools such as NetApp System Manager, NetApp SnapManager for Virtual Infrastructure, and SnapManager for Microsoft SQL Server, HSUS is optimizing storage utilization and boosting performance.

Data recovery in minutes

While NetApp software offers important efficiencies for HSUS, the tools also help the organization reduce risk. NetApp SnapManager for Virtual Infrastructure simplifies the management of backup, restore, and disaster recovery operations in the VMware environment. The software eliminates backup windows through NetApp Snapshot capabilities, for instant backups while applications are still running.

Snapshot copies are taken every two hours, with backups completed three times a week. HSUS can now easily safeguard and replicate its storage data, achieving a higher level of availability with significantly reduced risk. Snapshot technology also enables the IT group to quickly retrieve lost files for end users. “Recently, an employee inadvertently erased a file with data on 10,000 donors,” says Morgan. “With NetApp Snapshot technology, we can retrieve critical donor data in three minutes. With our previous backup technology, file retrieval took 24 hours—an eternity when worried about the loss of important Humane Society data.”

With the addition of NetApp storage at its collocation site, HSUS is building out its disaster recovery strategy. NetApp storage provides the agency with fault-tolerant data

protection, while NetApp RAID-DP® and transparent node failover enable highly available, protected data.

High reliability, low stress

With enhanced backup and disaster recovery, HSUS is improving its business continuity and better protecting valuable organizational data. “We have more than 500 employees and volunteers,” says Folden. “If our communication channels and access to data shut down, we can’t do our work. Whether we’re doing outreach, navigating legal matters, or coordinating animal-rescue activities, continued access to our data is absolutely critical. NetApp offers the reliability required to carry out our mission day after day.”

NetApp support is enhancing reliability even further. My AutoSupport™, a mechanism embedded within Data ONTAP, unobtrusively collects data from the agency’s NetApp systems and sends alerts to NetApp Services when it detects potential system problems. Recently, NetApp Support alerted the HSUS network administrator to a data center problem that had the potential to impact the operability of data center hardware and business operations. The air conditioning in the HSUS primary data center malfunctioned, sending the temperature in the facility skyrocketing to 160 degrees Fahrenheit.

“With our budget limitations and transparency as a nonprofit organization, we need to have 100% confidence in every investment we make. NetApp offers us highly reliable, flexible technology that we can confidently incorporate into our ambitious three-year storage plan.”

Laura Folden

Director of IT, Humane Society of the United States

Network administrator Marvin Morgan received a call to his cell phone from NetApp at 4:00 a.m. about the hazardous situation. “I immediately checked the status of data center operations online, and discovered that we hadn’t lost anything yet,” says Morgan. “But when I arrived at the data center, the room was sweltering. NetApp was still up and running.” Morgan quickly took steps to cool down the room and keep HSUS operations moving.

“NetApp Support really came through for us,” adds Morgan. “NetApp was the first hardware vendor to alert us about the state of the data center, giving us the opportunity to quickly remedy the situation and maintain operations. NetApp reliability has been second to none.”

SOLUTION COMPONENTS

NetApp products

NetApp FAS2040 storage systems
Data ONTAP 7.3.5
SnapManager for Virtual Infrastructure
SnapManager for Microsoft SQL Server
SnapManager for Exchange
System Manager
SnapMirror
SnapRestore
SnapVault
Snapshot
Deduplication

NetApp services

NetApp My AutoSupport

Protocols

CIFS, iSCSI

Third-party products

VMware ESX servers
Cisco 4506-E switches
Citrix servers
Microsoft Server 2005
Microsoft Exchange 2003
Sage ACT!
Symantec™ Backup Exec™

Environment

Database: Microsoft SQL Server 2005
Server platform: Microsoft Windows

Partner

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