

StorageCraft ShadowProtect helps to keep the beer flowing

Australasian Food and Beverages company Lion Pty Ltd (Lion) has introduced new technology that is helping to ensure the supply of beer, wine, milk and juice to customers across Australia and New Zealand.

StorageCrafts ShadowProtect disk-based real time recovery solution is employed at eight Lion manufacturing sites to back up the servers that run supervisory control and data acquisition (SCADA) and telemetry systems which monitor the manufacturing process.

Lion employs almost 8,000 people across Australia and New Zealand. Brands include Australian favourites like Berri Juices, Dare iced coffees, Dairy Farmers, Tooheys, XXXX and J.Boag & Son. plus New Zealand brands including Speights, Steinlager, Wither Hills wines and Macs boutique beers.

Lion has deployed a number of standardised Automation and MES systems at its various manufacturing sites. These include iFix SCADA and iBatch batch management systems, as well as iHistorian and Proficy Plant Apps from GE Fanuc that collect historical and reporting data. Plant supervisors are able to view individual phases or complete procedures in real time, build comparisons and assess how batches are running at each site. Leaders can look at key performance indicators (KPIs) and compare production activity from different sites.

Because all this activity is essential to Lions output, each server on which these systems run is backed up continuously by ShadowProtect Server, which takes an image of all operating systems, applications and data every 60 minutes. This ensures that no more than 60 minutes data can be lost in the event of a server crash, and the server is back online quickly.

As well as using the above technologies, the XXXX Brewery in Brisbane uses Honeywells Experion distributed process control technology on HP servers. The Brewing control is done through Prolent.

Jim Duffy, IT Infrastructure Director, said ShadowProtect is an important strategic choice for our Operational environment, given the ever-reducing tolerance for downtime.

Sandy Pennisi, Regional Support Leader, Queensland said that a major server crash could cost Lion up to \$30,000 an hour in lost production.

Fortunately, ShadowProtect allows us to restore a crashed server in about 20 minutes, he said. Its quick and easy - the most important part is having all the drivers for a new server handy. If they are, restoring a server is even quicker than 20 minutes.

Using our previous backup tool, it was taking four hours to restore a server, he said. If we lost a machine it had to be rebuilt manually, then we had to retrieve data from the tape. Often this took considerably longer than four hours.

ShadowProtect is protecting Lions operational servers in Australia and New Zealand, including those at remote sites. As well as SCADA operations, these include file servers, print servers, virus servers. At XXXX, servers also run security cameras and general security. The XXXX site backs up about 1.6TB of information, while larger sites like Tooheys in Sydney back up around 7-8TB.

At present, Lion has licensed more than 250 copies of StorageCraft, and seven ShadowProtect IT Editions. According to Sandy, the IT Editions are used mainly for restoring PCs with crashed disk drives, or for those that simply will not boot up. He says ShadowProtect IT restores a PC in about half an hour.

ShadowProtect will restore a server to the same machine, a different one, or even a virtual environment. Recently we lost a 30GB partition on a DL380GI server and restored it to a

desktop PC. I have not seen anything that ShadowProtect cant do, he said.

Sandy also has a good word for ShadowProtect support. When a brewery had initial problems, he contacted local supplier XSI, one of StorageCrafts channel partners in Brisbane. The StorageCraft Asia Pacific support team were able to reproduce the issue and resolved it quickly.

We were raving about how quickly and efficiently it was all resolved. It is great to see a vendor invest in Australian-based support infrastructure to help ensure that in the rare event that a problem develops, it can be solved quickly and professionally, said Sandy. StorageCraft delivers an excellent value proposition for protecting our SCADA, Telemetry and Windows servers it really has eliminated the cost, the complexity and the pain of backing up our critical systems.

About StorageCraft

StorageCraft Technology

Corporation provides innovative disk-based backup, disaster recovery, system migration, data protection and security solutions for servers, desktops and laptops. StorageCraft delivers software products that reduce downtime, improve security and stability for systems and data and lower the total cost of ownership for servers, desktops and laptops. www.storagecraft.com.au/INFO

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