CA data backup and security technology enables Budgens to leverage its Open Source strategy and save £385,000.

"Over the last few years our enterprise data has expanded from half a terabyte to three. We didn't have a comprehensive view of our data and we simply couldn't have managed the change without CA BrightStor. Also, CA's eTrust product has been a highly valuable and effective tool in helping us protect our data against virus attack in an increasingly open environment. In addition, CA has worked closely with Budgens to increase its understanding of our business needs and has helped us develop ways to manage our IT infrastructure more effectively. An example of how this relationship has benefited us was the way CA helped us developed security policies based on best practices."

Luke Trevorrow, Senior IT Controller
Budgens

No clear picture of data storage

Founded in 1872, Budgens is one of the UK's oldest supermarket chains. Today, it has 227 retail stores across England, 6000 staff and serves 80 million customers every year.

In July 2002, Budgens was successfully acquired by The Musgrave Group - Ireland's largest food and grocery distributor. Both Budgens & Musgrave have very similar retail offers and are united in their approaches to retailing within their respective markets.

Over the last few years Budgens – which operates in the highly competitive grocery business – has re-branded itself and is establishing a niche market with more outlets catering to local community needs. As well as out-of-town superstores, the company also has local Budgens Express stores, open 24 hours a day, and franchise outlets such as petrol station forecourt shops. As a result of this business strategy, and increasing business Budgens has seen its data storage demand increase from around half a terabyte to over 3 terabytes.

This large volume of data includes more than 7 million point-of-sale transactions per month from shop tills.

In addition to data increase, data storage resources were not being used efficiently. For example, staff were doing their own local backup, so it was difficult to determine what data needed to be backed up. Also, without a clear picture of the entire estate, a lot of duplicated data was being saved. Budgens estimates that this was using up around 1TB of storage space incrementally every year and was costing £40,000 on additional storage capacity.

At the time when data volumes were increasing, Budgens also needed to review its data security measures. The data was being shared around the organisation and Budgens wanted to ensure that staff could access the data and work in an open environment without compromising data security. The challenge facing Budgens was to mange the increase in data and improve data protection. The company turned to CA for a solution to both problems.

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Key Benefits continued
- Reduces staff needed for data management
- Automates backup and data protection process
- Multiple OS environment support
- Business partner relationship

Key BrightStor and *e*Trust Features
- Manageability, scalability and cross-product support
- High level of recovery and backup performance
- Complete desk-enterprise protection and flexible reporting
- Centralised administration for extensive platform coverage

Key IT Processes
- Automates backup processes
- Centralised control, distributed data protection

IT Environment
- 600 in-store, networked tills
- 500 store and head office PCs
- Linux and Windows
- 36 servers

CA delivers backup and data protection

"We don't really see CA as a product vendor, it is more like a business partner," says Luke Trevorrow, Senior IT Controller at Budgens. "As a result of the partnership with CA, Budgens played a leading role in the development of CA BrightStor and we now use it as the cornerstone of our data storage and backup management activity."

Budgens is using BrightStor Enterprise Backup across its Linux and Windows environments. It is used to backup data from its two data centres in Denham and Wellingborough and 277 retail stores.

Backup time cut by 70%

"BrightStor has really transformed the way we manage and control backup at Budgens," says Trevorrow. "BrightStor has reduced the time it takes to run an average backup by 70%. It has also reduced the number of staff needed to do the job by half and made the whole process much simpler. We estimate that this is saving us in excess of £40,000 every year."

Budgens runs most of its backup overnight. But prior to using BrightStor, if there was a problem the backup would stop until an engineer dealt with it the following morning. This was a particular problem for the development team. Its server is backed up between 2-9am and valuable application development time was wasted waiting for a delayed backup to complete. Even based on a 5% impact on this system, this is calculated to a yearly productivity loss of over £12,000 per annum.

As an example of how BrightStor has improved data backup, Budgens recently relocated one of its offices. Previously, it would have taken around 30 man-days to backup and restore the file servers. But with BrightStor, one person was able to do

it in half a day. BrightStor takes a snapshot of each server and produces a CD which is then inserted into each server in the new location enabling it to be re-booted with the same file structures and data as before.

BrightStor has significantly improved backup management because it provides Budgens with a picture of the entire data storage environment. Budgens describes BrightStor as providing a 'pre-flight' check before a backup, and during the process it automatically monitors the backup so that there is no duplication. It will also send an alert if the backup fails.

"With BrightStor, gone are the days when we'd have a person standing at the backup device changing tapes, checking what has been backed up and whether it was successful," says Trevorrow. "BrightStor enables Budgens to build an image of the entire data storage and backup environment. It means we can spot issues before they arise, it's reduced the amount of storage we need by 40% and it's saving time and money. I don't need to worry about storage. I know that if we had a disaster, the data would be there."

Trevorrow adds that CA has helped Budgens develop policies for managing storage processes, based on best practices.

eTrust: centralised control, distributed protection

As well as cost savings with BrightStor, Budgens is also saving money with CA's eTrust Antivirus because it has improved the way anti-virus protection is managed across the company's distributed IT infrastructure, and is better suited to the technologies on which its infrastructure is built.

Linux is a key technology for Budgens, providing the operating system platform for point of sale terminals, store connectivity and central operational functions. Budgens

utilises a combination of standard Linux technologies and custom built solutions, provided and supported by GNU Solutions Ltd (www.gnu-solutions.com).

"Linux is the only platform to offer us the flexibility and value that we need", says Trevorrow. *"By working with GNU Solutions, we have been able to build a cost-effective solution tailored to our exact requirements. This has included a high-availability cluster solution for our stock control and ordering system built around SuSE Linux, and an extranet solution providing connectivity for our store network based on Red Hat. GNU Solutions have provided the expertise to tailor the solutions to our needs by implementing specific updates and bespoke modules. The flexibility of Linux as a technology, combined with the expertise of GNU Solutions and their ability to support a custom system such as ours, has enabled us to build and tailor our infrastructure in a way that we simply could not have done with out-of-the-box solutions".*
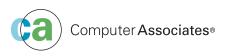
"Because of the critical role of Linux solutions within our infrastructure, and our existing relationship with CA, it was natural to look at the company's anti-virus solution. eTrust proved to be more cost effective and it offered us much better anti-virus protection and management capabilities than our existing solution. However, one of eTrust's real USPs is it support for Linux. CA has really taken the Linux community to its heart and has developed an anti-virus tool that works seamlessly in the Linux environment. As a result, eTrust's support for Linux is better that any other anti-virus tool on the market," says Trevorrow.

"Protecting data is a delicate balance between absolute lock-down and the freedom needed to improve business performance. Before we didn't really have visibility across the organisation. But with eTrust we see what at is happening with every device on the network and we can apply our protection policy anywhere across the entire estate from a single desk, and that is a real benefit," says Trevorrow. *"We've had no virus attacks since installing eTrust and there's been no impact on the users."*

If Budgens was infected by a virus attack and its back office systems went down for even a short period of time it would mean the company could not place orders. *"It's impossible to put a cost on this, but insufficient stock on our supermarket shelves would be serious problem for the business,"* says Trevorrow.

One of the critical features of *e*Trust is the ability to update protection in real-time and automatically distribute updates around Budgens' stores. *e*Trust's centralised management, control and update capabilities has eliminated the need to visit each Budgens location, or have the update service managed by another vendor. *"If we had to do that, it would cost us around £20,000 a month, but in reality, we wouldn't be able to afford that, so it wouldn't get done and consequently the company would be left exposed."*

Another benefit for Budgens is *e*Trust's ability to provide protection seamlessly across its Linux and Windows environments and manage all environments from a single point. Using eTrust to provide a clear overview, and single point of control, has enabled Budgens to manage data protection with 1 person instead of 3.

"Over the last few years our enterprise data has expanded from half a terabytes to three. We didn't have a comprehensive view of our data and we simply couldn't have managed the change without CA BrightStor. Also, CA's eTrust product has been a highly valuable and effective tool in helping us protect this data against virus attack in an increasingly open environment," says Trevorrow. *"In addition, CA has worked closely with Budgens to increase its understanding of our business needs and has helped us develop ways to manage our IT infrastructure more effectively. An example of how this relationship has benefited us was the way CA helped us developed security policies based on best practices."*

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