

DHL Worldwide Express

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THE SUCCESS

VERITAS NetBackup is being used to manage all aspects of backup and restore at DHL. The sophisticated media manager provides the company with the ability to perform all aspects of media management, including library sharing. It also provides complete real-time and historical analysis of all backup and recovery operations. “VERITAS NetBackup also provides DHL with unparalleled scalability and has the capability to effortlessly adapt to the growing needs of our business,” says Stuart Curtis, DHL's Director of Global IS Operations.

Nonstop operation is imperative for DHL. The global express delivery business is a 24-hour operation, and in order to ensure that it can deliver packages overnight — anywhere in the world — and drop them off earlier than the competition, information must be constantly available, both throughout the business, and to customers, wherever they are. “VERITAS NetBackup's centralized administration means we can efficiently automate backup operations for thousands of users across our multitude of servers; and backup is nondisruptive — we

can ensure secure, reliable protection of our mission-critical databases without compromising applications availability,” says Curtis.

VERITAS Software professionals worked in close collaboration with DHL staff to deploy VERITAS NetBackup within just eight weeks, across all 400 of the company's servers. “VERITAS played a critical role in ensuring the on-time delivery of the new backup infrastructure. The out-of-the-box functionality of VERITAS NetBackup also enhanced the speed of the rollout. By introducing this new environment sooner, DHL is able to exploit new market opportunities faster, develop and introduce new services more quickly, and consolidate its competitive position,” says Curtis.

THE SITUATION

DHL maintains its position as the world's leading international air express network by continually expanding and upgrading its network of offices, hubs, and services. Every year, DHL sends more than 140 million shipments throughout the world. The company serves

virtually every city in 228 countries worldwide, using a dedicated team of 68,000 staff, a fleet of 252 aircraft, and over 16,000 vehicles.

Technology plays a pivotal role in DHL's continued success. To sustain its global leadership position, the company is continually searching for new ways to optimize technology efficiency and achieve the strongest return on investment. Until recently, the company's EMEA technology infrastructure was deployed locally, across 16 entities and 23 individual territories. “As DHL extends its global reach, we recognized that this fragmented approach to information could not keep pace with the business. We were managing a complex, highly distributed infrastructure, with significant overheads — and it lacked bullet-proof resilience,” says Curtis. “Our objective was to create a common group-technology infrastructure and consolidate our systems into two primary data centers to support countries within Europe and Africa. We believed that by creating an integrated strategic platform we could significantly reduce our total costs.”

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—Stuart Curtis, Director of Global IS Operations, DHL Worldwide Express



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DHL Worldwide Express is the world's largest and most experienced international air express network, with service to more than 80,000 destinations in the world.

THE SOLUTION

No one outperforms VERITAS in storage management," says Curtis. "VERITAS Software is a credible, highly skilled, professional organization that does what it says it will do. Its unprecedented investment in research and development has resulted in a world-class storage management software solution. VERITAS NetBackup has redefined our enterprise data protection capability and addresses the needs of the largest data center installations. With the significant contribution from VERITAS Software and our other partners, DHL today has a world-class infrastructure, which maximizes shareholder value."

VERITAS software is the cornerstone of the storage management strategy for this new environment and is being used by DHL in conjunction with other software to deliver complete offline data protection. "VERITAS was the safest business decision we could have made for storage management," says Curtis. "They are providing comprehensive, enterprise-class application storage management solutions which enable DHL to protect all business-

critical information.

"We chose VERITAS Software for a number of reasons," Curtis continues. "We wanted to work with the most experienced, successful vendors in each solution area. VERITAS Software's undisputed global leadership in storage management software, coupled with its financial stability and proven track record in delivering world-class storage management solutions to many of the world's most successful organizations, made them an ideal partner. Also, we were impressed by VERITAS' rigorous proof of concept, which highlighted the resilience and availability its products offer. Finally, we believed that the functionality and ease of use of the VERITAS NetBackup software would enable us to design, develop, and deliver a world-class storage management environment for our European Data Center very quickly."

Business Goals

- *Implement more resilient solution for EMEA*
- *Consolidate systems into two data centers*
- *Reduce total costs through integrated platform*

VERITAS Solution

- *VERITAS NetBackup™*

Business Benefits

- *Automates backup operations across many servers*
- *Protects data without compromising availability*
- *Provides library sharing, backup/recovery analysis*

