arcserve®

> ## Arcserve Reduces Backup Windows and Streamlines Data Retrieval for First Securities

CLIENT PROFILE

Industry: Finance
Company: First Securities
Location: Taiwan

第一金證券
First Securities

BUSINESS

A wholly-owned subsidiary of Taiwan-based First Financial Holding, First Securities is a full-service brokerage firm. Operating through its parent company's 22 branches situated throughout the country, First Securities provides a portfolio of share trading services to its retail customer base.

CHALLENGE

As First Securities' operations grew during the past decade, its existing data backup infrastructure was falling behind. Full backups were taking more than 24 hours to complete, and retrieval of files was taking hours. The company needed a better backup infrastructure.

SOLUTION

Arcserve Unified Data Protection (UDP) Premium Plus supports the company's fleet of Windows, Linux and Unix-based servers. Incremental backups and data replication ensure data remains secure and available at all times.

BENEFIT

With Arcserve UDP, First Securities has reduced its backup times from more than 24 hours to less than an hour. Data retrieval times have also been cut from hours to less than 15 minutes. These improvements have significantly enhanced the company's ability to provide first-class customer service.

Λssured recovery™

BUSINESS
BUILDING A MARKET-LEADING SECURITIES FIRM

First Securities, formerly Taisec Securities, has been trading as a securities brokerage firm since 1998. Following a merger in 2003 with the stock-broking unit of First Bank, it became the securities arm of First Financial Holding.

The company is focused on providing a range of brokerage services to its clients. These are delivered using a range of channels including physical branch locations, online trading platforms and an innovative smartphone application.

First Securities has a clear objective to increase its market share while maintaining its position as one of the country's leading full-service brokerage firms.

CHALLENGE
IMPROVING DATA MANAGEMENT FOR A GROWING BUSINESS

In the highly competitive financial services sector, rapid fulfilment of client requests and orders is vital. To achieve this, brokerage firms need to have a high-performance and stable IT infrastructure underpinning their daily activity.

Supporting its core applications and data stores, First Securities has a mix of both physical and virtual servers running Windows, Linux and Unix operating systems. This infrastructure is supported by a company-wide data backup system.

About 18 months ago, it became apparent that the existing backup system was no longer providing the level of support required by the growing company. Backups were taking more than 24 hours to complete and data recovery times could often be more than an hour.

The company also needed a way to replicate data between its main data centre and a second disaster recovery facility in Taichung in real time. This would provide redundancy for operations and ensure no data was lost in the event of an outage.

"We had reached the stage where our backup was simply not providing the level of support required by a trading company," said Ym Chang, Senior Manager, First Securities. "If any problems occurred during the day, we could only access data from the previous night's backup. This meant we could potentially lose hours of data which was simply not acceptable."

If a major IT failure occurred, it could take more than half a day to retrieve data and get the trading systems back online. This could result in significant disruption for customers and a loss of business for the company.

"Our trading systems and website require always-on availability during trading hours," said Chang. "Even a 15-minute downtime can create serious losses. We could not allow this as it could seriously affect our reputation and long-term business prospects."

SOLUTION
AUTOMATED, INCREMENTAL SYSTEM STREAMLINES BACKUP PROCESS

After recognising the need to change its backup strategy, First Securities considered a range of replacement options for its ageing Symantec solution. After rigorous analysis and testing, a decision was made to adopt Arcserve Unified Data Protection (UDP) Premium Plus.

"Arcserve backup solutions are very popular in our industry, and our technology partner, Syscom, also recommended this solution," said Chang. "We considered offerings from Symantec, Double-Take and Arcserve, and the Arcserve solution was clearly the best fit for our requirements."

Chang said implementation of the new backup infrastructure was completed within three months and mission-critical data was quickly migrated. Links were established between the primary data centre and the DR facility and real-time data replication was introduced.

"The implementation project was undertaken by our internal IT team supported by Syscom," said Chang. "Everything was achieved without any disruption to our daily business operations."

Once an initial full backup of all data had been completed by the new Arcserve infrastructure, ongoing changes were captured using an incremental backup process. Arcserve Global Deduplication feature helped to reduce the total amount of data being backed up.

"We also opted to undertake image rather than file backups which significantly reduced the required time," said Chang. "This allowed us to cut our overall backup times from 24 hours to less than one hour each day."

First Securities' Arcserve backup infrastructure is now protecting five key servers that house around 4TB of data. "These servers support our tier 1 applications and so must provide 24x7 service levels," said Chang. "I'm pleased that we now have a solid, reliable backup solution in place."

> We now have a single infrastructure that provides both backup to disk and replication to our second data centre. It is easy to use, reliable and can scale to meet our future requirements.

-- Ym Chang, Senior Manager, First Securities

Λssured recovery™

BENEFIT
REDUCED BACKUP WINDOWS AND FASTER DATA RETRIEVAL

With the Arcserve backup solution now implemented and fully operational, First Securities is enjoying a range of significant business benefits.

"We now have a single infrastructure that provides both backup to disk and replication to our second data centre," said Chang. "It is easy to use, reliable and can scale to meet our future requirements."

Every transaction undertaken by the company is now replicated to its remote DR site instantaneously. Should any problems occur, operations can be switched to the second facility. Alternatively, data can be retrieved from backups as required within 15 minutes.

By consolidating backup and replication tasks into a single console, management overheads have been significantly reduced. Rather than needing staff to maintain backups, all operations can now be completed by a single person.

"One of our key criteria for the new infrastructure was that it should be easy to use," said Chang. "We have found the interface very intuitive and user friendly, which has also helped to reduce the need for staff training."

"I am confident our Arcserve backup solution will provide us with the level of reliability and support that we require to ensure we deliver first-class service levels to our clients at all times."

> We also opted to undertake image rather than file backups which significantly reduced the required time. This allowed us to cut our overall backup times from 24 hours to less than one hour each day.
>
> -- Ym Chang, Senior Manager, First Securities

arcserve® | www.arcserve.com