

Dolder Resort: Backed Up by NovaStor

Summary

As the central administration for a luxury hotel, a four-star hotel as well as a sports recreation facility and several spa areas, the Dolder Resort is in charge of protecting all relevant IT systems. From its booking systems to building management and customer service, the Dolder Resort protects their business-critical data with NovaBACKUP DataCenter.



The Dolder Resort

The Dolder Resort includes luxury hotel Dolder Grand, four-star hotel Dolder Waldhaus and recreation sports facility, Dolder Sports, which includes a large, open-air pool, ice rink and mini golf course. The Dolder Grand alone has 173 rooms and suites and two restaurants. The hotel's spa area covers 4,000 square meters (roughly 2.5 miles) and is one of the "Leading Spas of the World."

EMC Replaced with NovaStor

Because of the extensive administrative effort needed for data protection with Legato Networker by EMC, the Dolder Resort chose to replace its backup program. The resort wanted new backup software that would effectively protect the entire IT infrastructure and critical systems, without disturbing or impeding daily business, booking processes and its guest services.

In order to guarantee data availability and reduce storage costs, the Dolder Resort defined the following requirements:

- 3 24 / 7 automated data protection
- 3 Reliable open file backup
- 3 High efficiency and speed in data backup and recovery
- 3 Guaranteed backup and snapshot support for various virtual machines running on VMware
- 3 Low cost for administration and monitoring
- 3 Optimum price-performance ratio
- 3 Excellent technical support

In a comparison among leading data backup software products, NovaStor convinced the Dolder Resort with renowned technology, an unbeatable price-performance ratio and cooperative business principles.

Reasons for NovaStor

- Expert for Enterprise Backup
- Reliable and fast processes
- Personal care
- Excellent technical support

Customer Quote


"NovaStor combines a simple and very benefit-oriented license model, with powerful technology. NovaBACKUP DataCenter enables us to focus on the excellent services for the guests."

(Patrick Stäheli, Director of Engineering, Dolder Resort)

Rapid Deployment

Each week, Dolder's NovaBACKUP DataCenter backs up approximately 3 TB of data quickly, with little load on the resort's resources, and also without interrupting the hotel's daily business. In addition, the administration of this system requires minimal staff effort and financial investment. Most importantly, NovaBACKUP Data Center meets the requirements of the Dolder Resort with:

- Fault tolerance for high stability
- High flexibility, by supporting various backup strategies and IT infrastructures
- Support for heterogeneous IT environments (i.e. Windows, Unix, Linux, etc.)
- Well-arranged monitoring
- Open file backup and low resource requirements for data backup, without disturbing business operations
- Minimal training and administration costs
- Individual support and services

Automation and Individual Support

NovaBACKUP DataCenter has proven itself to be a reliable backup solution for Dolder

Resort. The data backups are quick and require minimal resources, allowing the constant operation of all systems. Also, the automated monitoring features of the software, along with its fault tolerance design, assure low overhead.

With NovaBACKUP DataCenter, the Dolder Resort implements an automated disk-to-disk-to-tape (D2D2T) strategy. This multi-tiered backup method enables minimum recovery time for the more recent disk backups. NovaBACKUP DataCenter also creates an automatic copy of the data previously backed up to disk onto a magnetic tape. This step allows the Dolder Resort to store backups at alternate locations to increase data availability.

In addition to the steadfast reliability of NovaStor's DataCenter software, the Dolder Resort appreciates NovaStor's resilience and dependability as a business partner. The Dolder Resort benefits from the ability to call upon NovaStor's technical support team for the operating of data protection processes and for also obtaining short-term individual support from NovaStor's team in Germany.

Economic Benefits:

- **Low administration costs**
- **Minimal resources needed**
- **Future-proof investment**
- **Transparent licensing model**
- **Optimal price-performance ratio**

"Our cooperation with NovaStor is characterized by short response times and customized solutions. NovaStor takes our interests seriously, and we appreciate their reliability as a partner."

(Patrick Stäheli, Director of Engineering, Dolder Resort)

At a glance

The Dolder Resort, comprised of the Dolder Grand, Dolder Waldhaus and Dolder Sports, is characterized by highly personalized services. With regard to the technical operation of the facilities, as well as with respect to the individual care of the guests, data availability plays a central role in their day-to-day operations.

Operating systems:	Windows, VMware
Secure Systems:	SQL Server 5, 5 Windows 2008 Server R2, 1 SharePoint server, 2 Exchange Server, VMware ESX 4.1 4 with about 45 virtual hosts Windows servers and a server farm with Citrix XenApp Server 4
Backup data:	weekly around 3 TB
Backup Software:	NovaBACKUP DataCenter
Backup Hardware:	HP DL 380G5 1 with 2 CPUs and 4 GB of RAM running Windows 2008 SP2 x64 5 TB of disk pools, and an HP MSL 4048 LTO3 Tape Library with one tape
Company URL:	www.thedolderresort.com



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