

# World's Leading Manufacturer of Food Processing and Packaging Equipment Eliminates Manual Backups to Tapes and Cuts Backup Time In Half using SonaSafe for SQL Server



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***Heat and Control was backing up its data to tapes manually four times a day. It was a laborious and error-prone process and consuming enormous time for the IT people. Heat and Control decided to automate the backup/recovery process and deployed SonaSafe for SQL server.***

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## **Situation**

Heat and Control is the recognized world leader in the supply and manufacture of food processing and packaging equipment. Founded in 1950 by five engineers in San Francisco, California, Heat and Control recognized many opportunities to modernize and improve the cooking equipment and processes being used by food processors. With one innovation after another, its product line of ovens and fryers propelled Heat and Control into the leadership position for designing and building processing equipment for the snack, prepared food, and French fry industries. Heat and Control has over 30 offices located worldwide.

Heat and Control was performing manual backup operation using tapes four times a day. It was a laborious and error-prone process, which was taking an enormous amount of time. Also, because of the manual nature of the entire process, Heat and Control could not backup more frequently.

Heat and Control wanted to automate the entire backup process so that they don't have to spend an enormous amount of time managing the entire process. Also, when a crash occurs or if a database gets corrupted, Heat and Control wanted the ability to get to the point-of-failure or a point-in-time without the need to write any script or code. Sonasoftware's SonaSafe solution is specifically designed for disk-to-disk backup and recovery. SonaSafe is designed to provide simple and reliable database management protection and cost effective backup/recovery solutions for businesses. SonaSafe for SQL Server provided the functionality to automate the entire backup process and achieve rapid recovery when something goes wrong.

## **Solution**

By implementing Sonasoftware's solution, Heat and Control totally eliminated all the manual effort involved in backup and recovery processes. Heat and Control is using SAP R/3 system in conjunction with SQL Servers. The total size of the database is almost 200 GB and using the

## Solution Overview

### **Customer Profile**

With a worldwide network of integrated businesses and manufacturing operations, Heat and Control is the leading manufacturer of food processing and packaging equipment.

### **Business Situation**

Manual backups using tape consumed lots of time

### **Solution**

The company automated the entire process of backup and recovery using SonaSafe for SQL Server

### **Benefits**

- Reduced backup time
- Increased productivity
- Automated recovery
- Easier implementation

### **Software and Services**

Microsoft Windows 2000 Advanced Server  
Microsoft SQL Server 2000 Standard Edition  
SAP R/3  
SonaSafe for SQL Server 2.5

### **Hardware**

The production environment relies on:

- 4 Intel Xeon 2.0GHz, 133MHz BUS, 8 GB SDRAM
- 1 Compaq CD-ROM - IDE 52x Enhanced IDE
- 2 Compaq PCI-Fibre Controllers – 14 x 36.4 GB 15K RPM SCSI Drives in HP SAN Array

SonaSafe application, a disk-to-disk backup happens according to a predefined schedule. The data is backed up to tapes for archival purposes once a day.

### **Benefits**

Heat and Control benefited by acquiring the Sonasafe solution through trouble-free, reliable operation and the capability to bring their SAP system up quickly in a satellite office in the event of database failure at corporate headquarters. Also on the fly compression reduced the total size of the database by 85%. SonaSafe's Standby functionality gives Heat and Control the option to have a remote standby server getting updated frequently and thus act as a disaster recovery site if something goes wrong with the primary server.

### **Performance Gains**

With operational growth, Heat and Control needed system performance gains. Tape backup was slow and could be scheduled only few times a day. The manual process was laborious and the probability of something going wrong was quite high. "Sonasoft's SonaSafe Solution elegantly automates the backup and recovery processes", noted Daryl Cotton, Senior System Administrator, Heat and Control.

### **Time Savings**

"SonaSafe has literally cut our backup time in half and we no longer have to manually change tapes as we used to do in the past. This is impressive for a backup over the network", noted Daryl Cotton.

### **Easier Implementation**

Heat and Control was able to install the product in less than a couple of hours. The deployment was very quick and efficient. An easy to use and user-friendly user interface allowed Heat and Control to get familiarized with the system very rapidly.

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Daryl Cotton  
Senior System Administrator  
Heat and Control

*"With the automation, we set it and forget it."*

Daryl Cotton  
Senior System Administrator  
Heat and Control

Sonasoftware, Inc. revolutionized the backup and recovery process for Microsoft Exchange and SQL Servers with its groundbreaking SonaSafe™ Point-Click Recovery™ solutions. Designed to simplify, automate, and eliminate human error in the backup and recovery process, SonaSafe solutions also centralize the management of multiple servers and cost-effectively provide a turnkey disaster recovery strategy for companies of all sizes. For more information, please visit [www.sonasoftware.com](http://www.sonasoftware.com)