



## **ARM Holdings choose Tectonic for rapid, tailored solutions.**

ARM Holdings hired Tectonic to design a tailored solution for their data backup and curb the escalating administration costs of their current system.

ARM Holdings design RISC processors, peripherals and system chips for production by leading international electronics companies. Their microprocessor cores are rapidly becoming the 'volume RISC' standard in such markets as portable communications, handheld computing, multimedia digital consumer and embedded solutions. Consequently, they are highly reliant on efficient, effective and reliable servers which can only operate to this standard with effective data backup.

ARM chose Tectonic for the fast, flexible and individual service offered, providing the ideal solution for their requirements. Tectonic's solution involved designing a tailored, independent solution to make the most of their existing equipment and introducing the latest software and hardware with rapid implementation.

ARM requested a system that could safeguard data using Veritas NetBackup which Tectonic used to set up the data backup system and allow them multiple servers to share just one tape library.

All backups are fully automated with scheduled backups being taken at night and over the weekend, while the system automatically changes tapes in the tape drives as required. Customised retention periods allow ARM to recover data from as long ago as one year whilst requiring a minimum of tapes for storage.

Tectonic always builds solutions to the particular requirements of their clients and ARM made the most of this service, discussing several options with Tectonic. It was decided that specific servers would be included in the backup system and longer term needs would be catered for by creating a solution that could scale as required.

Their previous data backup system used standalone tape drives with software that had become obsolete. They used individual tape drives with custom written automated commands (dump scripts) and other standalone backup software. This type of system is very limited as the programming in the dump script has to be changed in order to change the backups; it also lacks many of the abilities of commercial software such as Veritas NetBackup. Many companies with standalone tape systems tend to write their own automated commands but using a 'hand crafted' system can prove difficult to support.

Tectonic's solution replaced all of the individual standalone tape drives with a single tape library. This tape library houses a number of individual tape drives, as well as up to 40 tape cartridges; a robotic arm moves the tape cartridges into the tape drives as required. This process allows ARM to have far fewer tape drives to backup their servers, because the tape drives can be shared out. The new system will satisfy the projected increases in data for at least the next five years.

Tectonic has installed four systems for ARM in Nice, France; Maidenhead, UK; and two in Cambridge, UK. Although all the systems are currently running independently, all data backup processes have the potential to be centrally controlled. ARM is changing the structure of its internal IT support – gradually centralising individual work groups, therefore, it was important that the new system was flexible and easy to adapt. If central control is implemented it will reduce IT costs overall and the system could eventually provide consistent data backup solutions throughout ARM's offices in the UK, Europe and the US.

Although ARM is a company with many experienced and technically adept staff, Tectonic was chosen for its specialised expertise. Our consultants are available to ARM at any time for technical support and advice, whilst their in-house team can look after their individual systems, which were designed to be easy to run and maintain day-to-day.

When asked what in particular had impressed ARM with the Tectonic service, Ibrahim Chadirchi of ARM said that "Tectonic has proved to be very responsive and flexible in response to our changing needs and have met all their commitments." He also said "Tectonic offered a good level of responsiveness and was able to demonstrate that their technicians understood what we wanted."