

S U C C E S S S T O R Y

Hitachi Storage Solutions at Work

Crown Macau

INDUSTRY Services: Hospitality and Gaming

SOLUTIONS Business Continuity

Hardware — Hitachi Adaptable Modular Storage 500 and 200 systems

Software — Hitachi TrueCopy® Synchronous, Hitachi Device Manager, Hitachi Tuning Manager and Hitachi Copy-on-Write Snapshot software, as well as Hitachi Data Protection Suite, powered by Commvault®



“Most importantly, there have been no failures in the last six months, while reliability has been good. This is especially important for us as our services and facilities are key competitive differentiators.”

Albert Tang
General Manager, Information Technology
Crown Macau



Crown Macau Raises Service Standards with Business Continuity Solution from Hitachi Data Systems

In an industry known for its zero tolerance of downtime, Crown Macau wanted a storage solution supplier who understood their needs and could support their requirements. The company deployed a business continuity solution built upon Hitachi Adaptable Modular Storage with Hitachi TrueCopy® Synchronous remote replication and Hitachi Data Protection Suite software, and never saw a major data availability hitch again.

Opened in May 2007, Crown Macau is a luxurious and contemporary hotel and casino that offers premium entertainment, elegant facilities, high quality service and rich decor, catering primarily to the high-end gaming market.

Seeking the Ideal Storage Supplier for Growth

Crown Macau IT operations use more than 100 applications to ensure that all gaming, entertainment and accommodation facilities run smoothly. By setting its customers' expectations high and considering its high profile clientele, the establishment has no room for technical glitches.

In short, Crown Macau needs to ensure that the availability and reliability of its information protection and management system are maintained at high levels — factors that it looked for when it began searching for a storage supplier.

"It is not just about price; stability of the solutions and the level of commitment the storage supplier is able to provide us are also important to us as this is an industry that values its first class services and facilities," said General Manager of Information Technology at Crown Macau, Albert Tang.

At the same time, Crown Macau needed a storage supplier who is willing to grow with them and support their changing needs.

"I was looking for a long-time storage supplier — someone who can start small with us and grow with us," said Mr. Tang.

These were reasons that led to Crown Macau choosing Hitachi Data Systems and its storage solutions.

Boosting Reliability, Availability

Crown Macau deployed two Hitachi Adaptable Modular Storage 500 systems at two sites. Designed to provide the best price/performance, highest availability and best-in-class scalability on a small footprint, the storage systems were deployed in two different locations for better redundancy.

In addition, the two Adaptable Modular Storage 500 systems were synchronized using Hitachi TrueCopy® Synchronous software. It boosted Crown Macau's business continuity plans and allowed each site to provide failover capabilities.

A Hitachi Adaptable Modular Storage 200 system was deployed at the administration site and backup was enabled using Hitachi backup software solutions.

Underscoring Service Excellence

However, what clinched the deal for Hitachi Data Systems was their service attitude.

Crown Macau knew that service quality, especially at times of pressing needs, is always vital for reputation and business success in the hospitality and gaming industry.

So when it came to choosing a storage supplier, they looked for the same quality. After engaging them, Hitachi Data Systems and the supplier in Macau, Expert Systems, set up a full-scale demonstration for Mr. Tang and his team. "They were able to set up a demonstration within three weeks, which impressed me a lot," said Mr. Tang.



The demonstration not only aptly exhibited the capabilities of Hitachi Data Systems' solutions to meet Crown Macau's needs but also allowed Mr. Tang and his team to gain an in-depth understanding of the key features that can be employed to meet their reliability needs. "Reliability is crucial to us ... we cannot afford any downtime, as this will amount to a huge business loss to us," said Mr. Tang.

Whenever a vital data management issue arose during implementation, Hitachi Data Systems was also able to tackle it quickly.

To further improve their response time, Hitachi Data Systems deployed a storage consultant onsite for six months.

Reaping Dividends

The availability and around the clock support allowed Crown Macau to rapidly overcome numerous hurdles. It also helped it to consolidate its storage servers, thereby improving overall total cost of ownership and manageability.

"Most importantly, there have been no failures in the last six months, while reliability has been good. This is especially important for us as our services and facilities are key competitive differentiators," said Mr. Tang.

"Storage performance and availability are key and I am now fairly convinced about Hitachi Data Systems capabilities," said Mr. Tang.



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Albert Tang
General Manager, Information Technology
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SS-106-01 DG May 2008