

Hitachi Storage Solutions at Work

Zuellig Pharma Asia Pacific

INDUSTRY Health Care: Pharmaceutical Distribution

SOLUTION **Business Continuity/Disaster Recovery: Managed Services**

Hardware—Hitachi Universal Storage Platform™, Hitachi Network Storage Controller™ model NSC55, and Hitachi WorkGroup Modular Storage model WMS100

Software—Hitachi TrueCopy® Synchronous, Hitachi ShadowImage™ Heterogeneous Replication, Hitachi Universal Volume Manager, and Hitachi Protection Manager software, and the Hitachi Data Protection Suite, powered by CommVault®



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*John Dickson
CIO
Zuellig Pharma Asia Pacific*



ZUELLIG PHARMA
ASIA PACIFIC

Zuellig Pharma Improves Efficiency, Mitigates Business Risks with Hitachi Data Systems in Asia Pacific

With Hitachi Data Systems as its strategic IT partner, Zuellig Pharma realigned its IT infrastructure using the Hitachi Data Systems managed service approach to meet their current and future operational and strategic needs. Built on Services Oriented Storage Solutions from Hitachi Data Systems, the new infrastructure also furnished the top Asian health care distribution solutions provider with the flexibility to capture new market opportunities.

As a leader in health care industry, Zuellig Pharma Asia Pacific (Zuellig Pharma) is a strong proponent of the old wisdom that prevention is better than cure. And in business, the global health care distribution giant prevents risks through business continuity and contingency planning.

IT has been a key factor in Zuellig Pharma's strategy for operation efficiency and risk mitigation, and it was made up of three mission-critical IT environments—AsiaRx, zip-online, and the Central Hub network.

The company's systems ran on 42 Intel and Sun Solaris servers and Microsoft® Windows 98 workstations, tethered together on a 10/100Mbit/sec network. All key information primarily populated direct-attached storage devices, backed up to a Hitachi Thunder 9570V™ modular storage system and a tape library. The company's communication platform, conducted predominantly through e-mail, was spread across the region, compris-

ing 19 e-mail servers with 18 exchange licenses in 15 locations and 10 countries.

Realizing the increasingly strategic importance of IT for business success and the need to make it more robust and manageable, Zuellig Pharma kick-started its Infrastructure Consolidation and Outsourcing Project in 2005. The plans envisaged were far-sighted and wide-ranging and included:

- A revamp of the company's IT infrastructure for scalability, advancement of system security, and provision of additional data continuity measures to maintain stability should crisis situations arise
- A disaster recovery plan that involved multiple sites so that the company always had a backup IT infrastructure to rely on, and an infrastructure that backed up all the information in real time so that little information would be lost in the event of a crisis

- Consolidation of the company's e-mail systems, which were run separately by different departments

What the company now needed was a strategic IT partner who had the global expertise, long-term vision, and technical know-how to revamp their current infrastructure for these plans. And they found their answer with Hitachi Data Systems.

"Zuellig Pharma needed a long-term strategic technology and business partner who would understand its needs and be able to meet its long list of requirements. Hitachi Data Systems was proven in the IT industry and, given its capabilities, a compatible partner," said John Dickson, CIO, Zuellig Pharma Asia Pacific.

Administering the Solution

After closely studying Zuellig Pharma's tall list of stringent requirements, Hitachi Data Systems proposed an outsourced infrastructure solution, based on Services Oriented Storage Solutions.

The new infrastructure optimized the storage infrastructure, where all the company's information resides; aligned business and IT to ensure that the infrastructure truly enabled the business objectives of the company; simplified storage management so that businesses stored and retrieved vital information fast and easily; and met the company's application and budget requirements.

The solution also saw the deployment of hardware, software, and services that were tightly integrated and optimized for Zuellig Pharma's different business applications, each of which had unique requirements. They were hosted on multiple platforms and had differing business requirements and user expectations.

The premium services offered by Hitachi Data Systems were able to forge the necessary links between Zuellig Pharma's business and IT infrastructures to facilitate continuous growth. At the same time, the Quality Management System and well-established procedures and operation processes used helped to allay the health care distributor's worries over the outsourcing of its IT infrastructure and concerns about infrastructure availability, security, and scalability.

Right Formula for Efficiency

The new infrastructure is made up of six components: data center relocation, infrastructure technology refreshment, infrastructure consolidation, business continuity, e-mail consolidation and outsourcing, and e-mail content archiving.

Hitachi Data Systems improved Zuellig Pharma's business continuity plans by relocating the new infrastructure onto two physical sites provided by Hitachi Data Systems partners Atos Origin and KAZ Computer Services. KAZ's data center also doubled for e-mail production, a failover site for zip-online, and a disaster recovery site.

With their first-rate facilities and services, both Hitachi Data Systems partners ensured Zuellig

and Hitachi Network Storage Controller™ models, ensuring that they were all well protected and managed. At the same time, it maximized the use of IT resources through storage virtualization to optimize the company's investments and improve availability.

Due to the critical nature of Zuellig Pharma's business, every piece of information needed to be completely backed up and made recoverable so that business could be resumed in timely fashion in a crisis situation.

A sophisticated backup and recovery solution was designed by Hitachi Data Systems based on the two disaster recovery sites.

Through the use of Hitachi TrueCopy® Synchronous software technology from Hitachi Data Systems, with guaranteed I/O consistent

NSC55, Hitachi Workgroup Modular Storage model WMS100, TrueCopy software, and Hitachi ShadowImage™ Heterogeneous Replication software along with McDATA switches and a Quantum Tape Library, the company can now store e-mail communications easily and effectively.

"This was essential for the company's future compliance needs," Mr. Dickson said. "Take, for example, the Sarbanes-Oxley Act, which requires the quick retrieval of old but critical e-mails."

Revitalizing the Business

With the new infrastructure onboard, Zuellig Pharma was able to reduce the number of servers from 42 to 13, consolidate its entire storage onto high-performance and scalable solutions from Hitachi Data Systems, provide maximum protection for principals' and clients' information through the implementation of a disaster recovery site, and improve e-mail management through e-mail consolidation and archiving.

"Thanks to Hitachi Data Systems, Zuellig Pharma's IT team can focus on more value-adding and revenue-generating tasks, such as new system development and operation enhancement instead of being tied up with operational or maintenance concerns," Mr. Dickson said.

This outsourcing proposition also generated financial benefits for Zuellig Pharma. It allowed the company to enjoy a significant reduction in total cost of ownership when compared to maintenance of an IT infrastructure in house, while also enjoying a drastic lowering of capital expenditure.

These overall savings enabled Zuellig Pharma to allocate more budgetary resources to internal system development, capture new market opportunities, and improve customer care.

"With our new infrastructure, we have not only tooled up to better manage business risks, but also are better prepared to make the most of new business opportunities and to meet the diverse needs of our increasing clientele," Mr. Dickson said.



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Pharma's mission-critical business systems and data were well protected, maintained, and monitored.

Technology improvements were made to the overall infrastructure at Zuellig Pharma to further improve its performance. This included building a fast and reliable network using a high-availability, dual-path LAN network, the deployment of state-of-the-art Blade Servers, the addition of new Sun Solaris servers, the installation of Dell servers for backup and clustering, and putting in place new high-performance e-mail servers for Microsoft Exchange consolidation and clustering. Sophisticated monitoring tools were also installed to ensure that performance bottlenecks were quickly resolved or prevented.

Boosting Information Immunity

The new infrastructure stored all of Zuellig Pharma's information on top-tier Hitachi storage platforms, Hitachi Universal Storage Platform™

replication, information at these two sites was synchronized in real time. This provided additional assurance to Zuellig Pharma that its business operations could continue even if one of the sites went down.

Communication was also improved by making it more highly available, secure, and manageable. Hitachi Data Systems did this by bringing together the entire e-mail infrastructure, distributed at Zuellig Pharma's different offices, and consolidating it at the Hong Kong-based data centers. Such an approach not only meant Zuellig Pharma could better manage and plan its future growth needs, but it also allowed employees to access their e-mails securely.

In addition, e-mail consolidation allowed Zuellig Pharma to take one further step: archiving all e-mails. Using a platform comprising a combination of Universal Storage Platform, Network Storage Controller model

Corporate Headquarters 750 Central Expressway, Santa Clara, California 95050-2627 USA
Contact Information: + 1 408 970 1000 www.hds.com / info@hds.com

Asia Pacific and Americas 750 Central Expressway, Santa Clara, California 95050-2627 USA
Contact Information: + 1 408 970 1000 www.hds.com / info@hds.com

Europe Headquarters Sefton Park, Stoke Poges, Buckinghamshire SL2 4HD United Kingdom
Contact Information: + 44 (0) 1753 618000 www.hds.com / info.uk@hds.com

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