



Bulgarian Telecommunications Company Selects MTI For Business Continuity & Disaster Recovery Solution

With millions of business and residential customers depending on its services, BTC needed a business continuity and disaster recovery solution that would protect its data and prepare the company for every eventuality

"The solution we have from MTI has delivered a number of benefits and means that we are in a stronger position to be able to deliver the best possible service for our customers: Copies of critical data in two places at any given moment guarantees continuity as applications continue running despite possible disk failures; In the event of a disaster, we are now able to recover data at the disaster site in minutes rather than days; For Data-centre migrations, application outage is reduced to minutes instead of hours; And backup windows have been eliminated by utilising SRDF's second data copy."

**Ivaylo Yosifov, CIO at
Bulgarian Telecommunications Company**



Overview

Bulgarian Telecommunications Company (BTC) is the main telecommunication services operator in Bulgaria. The company employs over 12,000 people, making it one of the country's largest employers. It has 2.5 million fixed-line subscribers and a growing number of mobile customers to its GSM operator, Vivatel. To support its business and deliver the services, BTC has a complex array of technologies including advanced digital equipment, switching, transmission equipment, radio and TV transmitters, and an earth satellite station. There is a 6,000km fibre optical network and 2,000km of digital microwave lines in its countrywide Internet and data transmission networks. The company's telecommunication network is directly connected to more than 50 foreign telecommunication operators. Overall, this is a substantial telecommunication network that supports the fixed line and mobile communication needs of a population of over 7.5 million people and both residential and business customers.

Business Continuity and Disaster Recovery

As the country's leading operator, many individuals and businesses rely on BTC's services so business continuity and disaster recovery are of critical importance. The company has a Central Data Centre (CDC) in Sofia that was built in 2004 and in 2007, BTC began to plan, design and build a Disaster Recovery Data Centre. The purpose of the Disaster Recovery Data Centre was to address two critical requirements – to provide asynchronous data replication and data consistency with the Central Data Centre; and to be far enough away from Sofia so as to provide disaster recovery in the event of natural disasters like an earthquake, flooding, major power outage, etc.

MTI Germany, together with its local partner S&T Bulgaria, was selected by BTC to design and implement this complex project. MTI

Germany, proposed a business continuity and disaster recovery solution based on the proven EMC Symmetrix Remote Data Facility (SRDF/Star) technology for advanced multi-site protection. The technology provides asynchronous data mirroring between the Central Data Centre (CDC) and the recently established Backup Data Centre (BDC), located approximately 600 km apart. It also provides synchronous data replication between the CDC and an additional Proxy site in the capital, Sofia. This 3-site model provides data consistency in at least two locations at every given moment, which ensures business continuity and disaster recovery for BTC in case of local or major disaster. MTI designed the solution so that BTC would get the benefits of zero data loss due to a single point of failure combined with distance replication.

S&T—EMC—MTI

The business continuity and disaster recovery solution, designed by MTI Germany and implemented by EMC Professional Services and the local service partner, S&T Bulgaria, was the first of its kind for any Eastern European country and one of only a few such advanced enterprise projects implemented throughout the whole of Europe.

A number of enterprise-class storage arrays – EMC Symmetrix, Storage Area Network (SAN) and Network Attached Storage (NAS) arrays – together with an enterprise director-based SAN, have been deployed at BTC's three data centres, all of which guarantee the necessary performance, high-availability and flexibility for all corporate systems, applications and processes.



About S&T Bulgaria

S&T Bulgaria was founded in 1993 as one of the first subsidiaries of S&T Group. The company has three offices in Bulgaria with about 44 employees. S&T Bulgaria offers the whole S&T service portfolio and many distinguished Bulgarian customers rely on its services. With more than 3 150 employees and Euro 522.2 million in sales in 2007, S&T Group is the leading provider of IT consulting, IT solutions and IT services to customers in Central and Eastern Europe, the DACH region (Germany-Austria-Switzerland), Japan and China. Counting around 70 branch offices in 22 countries, the Group has established a successful presence. More information is available at www.snt.bg

About MTI

MTI is a leading international provider of consulting services and comprehensive information infrastructure solutions for mid to large-size organisations. With more than 20 years of expertise as a storage technology innovator, MTI is uniquely qualified to assess, design, implement and support whole-office data storage and backup initiatives. MTI enjoys strategic partnerships with industry leaders. MTI offers the best data storage, protection and management solutions available today. By employing a strategic, consultative approach, MTI provides customers with a single point of contact that eliminates complexities while delivering operational efficiencies and competitive advantages. More information is available at www.mti.com

Case Study