

Waterford Crystal depends on Carbonite Hybrid Backup at locations around the globe

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Mike Rossi, IT Site Manager, WWRD

Connoisseurs of luxury home and lifestyle products are undoubtedly familiar with heritage brands such as Waterford Crystal, Wedgwood, Royal Doulton and Royal Albert.

They make some of the world’s finest and most adored home and décor products—including dinnerware, stemware, barware, crystal gifts and much more—and they’re owned by Fiskars Corporation, a global manufacturer and distributor of high-quality home and garden products.

Waterford, Wedgwood, Royal Doulton and Royal Albert’s (WWRD’s) North American distribution center is a very big and busy place. Located in Wall, New Jersey, it’s the last stop WWRD products make before being delivered directly to North American homes and retailers.

“We have a strong internet presence and we sell direct to consumers,” said Mike Rossi, IT site manager for the distribution center. “We’re also sold at major department stores throughout the world, including Macy’s, Harrods in England—all of the big department stores.”

The distribution center creates, manages, shares and stores an enormous amount of digital information related to products and deliveries—that includes Microsoft Word documents and Excel spreadsheets, warehouse management system (WMS) transactional data, SAP enterprise resource planning (ERP) data, product design files, and the list goes on. All of that critical business information needs to be fully protected and easily accessible no matter what happens. That’s why WWRD depends on Carbonite Hybrid Backup Powered by EVault.

The distribution center has been using a Carbonite Hybrid Backup appliance, which backs up data both locally and to the cloud, since 2014. The team also runs Carbonite Hybrid Backup at manufacturing and distribution locations in Australia, Slovenia and, most recently, Ireland.

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WATERFORD®

Company name

Waterford, Wedgwood, Royal Doulton and Royal Albert (WWRD)

Headquarters

Helsinki, Finland

Industry

Luxury home and lifestyle products

IT environment

- Microsoft Windows-based hardware
- VMware virtual servers
- IBM iSeries A/S 400 servers

Implementation team

WWRD IT team

Waterford

Support for IBM iSeries a deciding factor

The New Jersey distribution center has a fairly complex IT environment that consists primarily of Microsoft Windows-based hardware running VMware virtual servers. The company also depends on legacy IBM iSeries AS-400 servers to host its WMS.

When the company decided to choose a new backup and disaster recovery system, finding a provider that supported iSeries was key. The team, which was transitioning from tape to disk-based backup, initially went with a different backup and recovery solutions vendor, which has since been acquired. But the WWRD team soon realized that the vendor's customer service left much to be desired, and the application itself had too many bugs.

That's when Rossi and his team learned that Carbonite solutions provide support for a broad range of platforms, including iSeries. Rossi already knew that Carbonite Hybrid Backup hardware is well-respected and reliable, so he decided to take a closer look.

"The salesman made us feel very comfortable with how the application worked and there was no pressure to purchase," Rossi recalled.

A smooth implementation

The team decided to get started by rolling out a hybrid backup appliance at the New Jersey distribution center. It was important to Rossi to make sure the appliance was working well before rolling it out to other locations around the world.

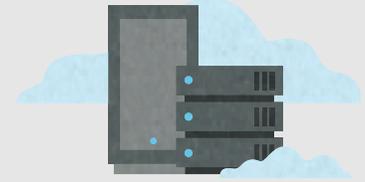
Rossi found that the implementation went very well. It took some time to set up the security keys and to create virtual private network (VPN) tunnels so that employees around the world could access the information. The company also had to reconfigure its SAP servers to ensure that SAP data could be recovered properly. But with a little help from the Carbonite customer support team, the issue was resolved in a timely fashion.

"The engineers spent time with us to understand the problem and work towards a solution successfully," Rossi said. "That was a big win."

Speedy recoveries

Fortunately, the team hasn't suffered any major data disasters since going live with Carbonite Hybrid Backup and has not had to complete a major recovery. But thanks to disaster recovery testing, the team knows it can get all of its critical data back within 24 hours, if needed.

The team has also "made several employees happy" by restoring information quickly whenever a file is accidentally deleted.



Results

- Backup system fully supports IBM iSeries implementation
- Recovery times reduced to 24 hours or less
- WWRD is now standardizing on Carbonite Hybrid Backup across the globe

Waterford

"I'm very happy with the product. It works well, it works as designed and there are no hidden 'gotchas,'" Rossi said. "I wouldn't be putting it in every location I have around the world if I wasn't happy with it."

[Learn more](#) about Carbonite disaster recovery solutions today.

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