

Hyatt Deploys Cohesity Worldwide for Modern Backup and Recovery



INDUSTRY

Hospitality

USE CASE

Backup and Recovery, Long-Term Retention and Archival, Test/Dev

SOLUTION PARTNERS

Microsoft Azure, VMware vCenter

CHANNEL PARTNER

Insight Enterprises

INTRODUCTION

Hyatt Hotels Corporation (NYSE: H) is a leading global hospitality company and manages 14 premier brands across 750 properties in more than 55 countries across six continents. With corporate headquarters in Chicago, Hyatt aims to meet its mission to 'care for people so they be their best.'

CHALLENGES

The IT team at Hyatt manages a complex IT infrastructure, with datacenters in Chicago, Phoenix and Frankfurt. Hyatt manages approximately 1.8PB of data at its primary datacenter in Chicago and experiences data growth of 20 percent per year.

While mission-critical applications run on IBM, 70 percent of Hyatt's environment is virtualized running on Linux. The IT team experienced difficulty backing up virtual servers, and the existing Tivoli Storage Manager (TSM) was unable to back up a VM as intended, requiring multiple steps and often resulting in rebooting the server and causing unnecessary downtime. Hyatt needed to identify an agentless solution that did not require new hardware and could modernize the entire backup and recovery process.

Hyatt aimed for the following capabilities in a next-generation backup and recovery solution:

- A bundled, scalable solution for next-generation backup and recovery
- Superior deduplication for lower costs and greater efficiency
- Flexible solution for test/dev and data replication between datacenter locations
- Seamless integration with third party applications and cloud

"Cohesity was the bundled solution we needed to simplify and modernize our backup and recovery environment at Hyatt. We have been able to lower cost through deduplication alone, and Cohesity's native integration with third party applications and seamless integration with VMware have given us greater efficiency and deeper insight into our overall environment. We look forward to leveraging Cohesity in our global datacenters for additional scalable solutions across a single platform."

TED STEVENS,

Senior Storage & Virtualization Engineer

SOLUTION

After evaluating Rubrik and Veeam, Hyatt chose Cohesity for its hyperconverged solution to modernize backup and recovery, as well as easily enable disaster recovery, business continuity and cloud integration. With no technology renewal deadlines on the horizon, Hyatt had no financial incentive or hard deadline, but simply recognized the urgency and benefit to replace a myriad of legacy infrastructure with a modern solution to ensure simplified management across its entire secondary data environment.

Hyatt has initially deployed Cohesity software and certified appliances with approximate capacity for 350TB across its three datacenter locations, with three clusters in Chicago and Phoenix backing up more than 100TB of data and over 350 VMs. Cohesity software fully integrates with VMware vCenter, using built-in technology such as Change Block Tracking (CBT) and native snapshots. At its Frankfurt location, Cohesity software is integrated with Microsoft Azure as a target for long-term retention and archival.

RESULTS

After understanding how Cohesity was much more than a backup and recovery solution, Hyatt made the decision to bring its Oracle financial systems in-house from the public cloud to leverage Cohesity zero-cost clones for test and development. The cost of cloud storage for this application was becoming exorbitant. By bringing Oracle back on-premise, this enabled Hyatt to load a copy of the Oracle database from the RMAN backup onto Phoenix servers for the team to use for test and development. Previously, this process required shifting tapes and transferring data that was not compressed or deduplicated over FTP. With Cohesity, Hyatt reduced the time for replication from days to minutes. Hyatt is seeing deduplication ratios of 4:1 in its Chicago location.

Previously, it was nearly impossible to calculate RPO and RTO. With the former product, backup and restores took days, and now with Cohesity this is completed within minutes. Policies have been established with business owners for data retention and are more intuitive and easy to set. Cohesity's patented SnapTree™ snapshot technology makes it fast and quick to recover and clone VMs. Cohesity uses VMware the way it was intended, and its ability to work directly with vCenter at the VMDK level for agentless backups means there is no interaction or use of client OS resources. This enables the process to be faster, easier to store, and leaves a very low footprint on vCenter.

Hyatt will soon look to Cohesity for additional use cases and functionality, including migrating additional data to Cohesity. Stevens explains, "Cohesity's native integration with third-party applications will continue to simplify our entire backup environment. While previously we considered backup and unstructured data to be 'dark', Cohesity opens up a whole new world of insight to begin to leverage backup and unstructured data for business value, while addressing challenges of mass data fragmentation in the enterprise."

Hyatt realized many benefits with Cohesity including:

- CapEx savings of over \$400K by eliminating 400TB of additional primary storage
- Simple, native integration with Microsoft Azure for archival
- Raw storage reduced by 40% with Cohesity
- Cohesity backups are replicated for zero-cost test/dev