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Improved data access upgrades travel experiences

Westgate Resorts standardizes on integrated storage and data protection in the cloud to deliver quick, responsive customer service and reduce costs

WESTGATE RESORTS

Hospitality | United States

Business needs

Business expansion was driving rapid data growth at Westgate Resorts, one of the world's largest resort developers. To improve customers' experience with faster, more reliable data access, Westgate consolidated on a Dell EMC storage and data protection infrastructure with seamless integration to the cloud.

Solutions at a glance

- Dell EMC Data Domain Cloud Tier
- Dell EMC Data Domain
- Dell EMC Data Domain Boost
- Dell EMC Data Protection Software
- Dell EMC Isilon
- Dell EMC Unity
- Partners: VMware, Microsoft

Business results

- Streamlined scalability meets business growth demands

- Fast data access improves travel experience

- Backup data is sent to cloud without requiring rehydration
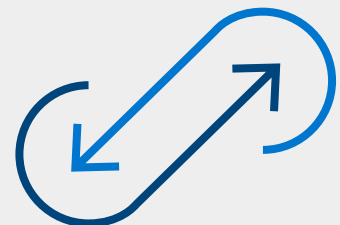
80% reduction in nightly backup time

EASY management of on-premises and cloud backups

Have you wondered what happens to all those conversations recorded by call centers? In the travel industry, government regulations require that companies safely store those recordings for five years.

Westgate Resorts, one of the largest resort developers in the world with 28 full-service resorts throughout the U.S., found that storage and protection of recorded calls and other critical business information was growing fast and getting cumbersome. For example, it would take up to 12 hours to complete full data backups using their prior environment with NetBackup appliances and off-site tape storage.

And with their critical Oracle production database growing at 2TB per month, they needed a solution which would reduce backup times, speed up recoveries and enable them to replace tape with low-cost backup storage in the cloud.

"Data Domain Cloud Tier integrates directly with Data Domain appliances, so we don't have to rehydrate data before sending it to the cloud for long-term retention."

Brian Grell
Systems Engineer, Westgate Resorts

"Before, nightly backups took 5-6 hours and monthly full backups required 10-12 hours. With Dell EMC Data Protection, nightly backups execute in one hour and full backups complete in three hours."

Brian Grell
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Westgate chose to standardize on Dell EMC storage and data protection solutions to improve scalability, increase backup and recovery speed and drive increased efficiencies through hybrid cloud data protection capabilities.

Dell EMC Data Protection Software with Dell EMC Data Domain appliances protects Westgate's mission critical VMware, Oracle, Microsoft Exchange, end-user file shares and other applications across their enterprise environment.

In addition, Data Domain Boost is used to optimize the transfer of backup data from their Oracle production hosts to Data Domain appliances to dramatically reduce the backup window.

Westgate also uses Data Domain Cloud Tier to automate the movement of backup data to Microsoft Azure for efficient hybrid cloud data protection. All of Westgate's enterprise data resides on Dell EMC Isilon scale-out storage and Dell EMC Unity all-flash storage.

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Backup efficiency in the cloud

Angel Miranda, director of technology, Westgate Resorts, says, "Data is essential to our ability to execute mortgages and sell timeshares. It gives us valuable insight into what our guests want, so they can have more pleasant experiences at our resorts.

"We're getting tremendous business value from Dell EMC Data Protection, Unity and Isilon. We are now able to quickly provide the resources our company needs to grow while simplifying the protection of our critical business data assets."

With Dell EMC Data Protection, backups are faster even as Westgate's main Oracle revenue-generating application grows by two terabytes monthly.

Brian Grell, systems engineer, Westgate Resorts, says, "Before, nightly backups took 5-6 hours and monthly full backups required 10-12 hours. With Dell EMC Data Protection, nightly backups execute in one hour and full backups complete in three hours.
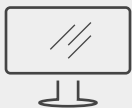
"Data Domain Cloud Tier integrates directly with Data Domain appliances, so we don't have to rehydrate data before sending it to the cloud for long-term retention. We also like that Data Domain is easy to manage. With a few clicks, we can move older backup data to less expensive storage in the cloud."

Fast data access drives customer experience

Isilon and Unity have helped reduce costs while improving performance and stability for business-critical applications. With Westgate's entire virtual infrastructure on Unity All-Flash storage, employees are more efficient and help customers more quickly purchase timeshares.

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>
> Angel Miranda,
> Director of Technology, Westgate Resorts

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