



“The Hitachi storage platform gives us excellent system performance, reliability, scalability and transparency. It enables us to analyze storage data immediately, and as a result we have greater confidence in our ability to respond to a disaster recovery incident — all for a lower purchase cost than our previous storage platform.”

*James Poon*  
Associate Director, Head of Infrastructure  
Savills



## Savills

### INDUSTRY

Services: Global Property Management

### SOLUTIONS

**Business Continuity and Replication, Modular Platform**

**Hardware** — Hitachi Adaptable Modular Storage 2300 (2)

**Software** — Hitachi TrueCopy® Synchronous, Hitachi Device Manager, Hitachi Tuning Manager

**Services** — Consultancy and implementation services provided by Hitachi Data Systems Global Solution Services

## Savills UK Improves System Performance and Gains Peace of Mind with Hitachi Technology

Savills is a leading global property management company, specializing in lettings (lease and rental) management and sales for high-end residential and commercial properties. In the UK, Savills needed to upgrade its storage system and ensure it had the best possible disaster recovery capability in place. It chose to implement a storage system from the Hitachi Adaptable Modular Storage 2000 family in order to boost system performance, strengthen disaster recovery plans and support virtualization.

Savills depends on its IT systems to efficiently and securely store and share information on its properties and customers across its 200 branches and 2,500 staff in the UK. Given the turbulence and consequent heightened competition in the property market in recent times, Savills has strived to offer the best possible customer experience. It considers its use of IT an important resource for the company in achieving this.

### The Challenge: Seamlessly Upgrade Storage and Software

Savills needed to upgrade to a new storage system for a number of reasons. Two of its existing storage systems, one of which was in the City of London and the

other in a disaster recovery centre in Acton about 10 miles away, were coming to the end of their lifecycles. Its existing storage suppliers were also failing to provide adequate support or resolve issues within the agreed times set out in service level agreements, leaving the business potentially exposed to further issues and business detriment. In addition, Savills had some problems with its storage replication software and needed a new reliable data replication solution.

Associate Director and Head of Infrastructure at Savills, James Poon explains: "We needed a more efficient and scalable storage solution that would offer improved performance, the option of commissioning storage to mobile devices and

a greater level of confidence that our data would be safe should an incident arise. We also needed a platform that would be as seamless to implement as possible."

Savills approached its storage provider, Intercept IT, for advice and considered a number of other equipment solutions from vendors, including HP and NetApp.

### The Solution: Hitachi Modular Storage and Replication Software

Having seen an impressive demonstration of the capability of the solution, the company chose to implement two Hitachi Adaptable Modular Storage 2300 systems.

"We were thoroughly impressed by the Hitachi Adaptable Modular Storage 2300 and in particular the replication ability between the two arrays. It really was a remarkable improvement on our legacy system," says Poon.

Another incentive for Savills to opt for Hitachi storage was that the company had a Hitachi backbone storage system in place and it therefore made sense to remain with the same storage manufacturer.

In addition to the storage hardware, the Savills IT team members were also very impressed with the Hitachi storage software. They opted to implement Hitachi TrueCopy® Synchronous, Hitachi Device Manager and Hitachi Tuning Manager software.



"We were thoroughly impressed by the Hitachi Adaptable Modular Storage 2300 and in particular the replication ability between the two arrays. It really was a remarkable improvement on our legacy system."

*James Poon  
Associate Director, Head of IP Infrastructure  
Savills*

“The Hitachi storage software had a huge edge on our previous storage software,” explains Poon. “The Hitachi TrueCopy Synchronous replication software graphical user interface (GUI) clearly shows replication between the two Adaptable Modular Storage 2300 systems and enables us to replicate a large amount of data for no additional cost. It also allows us to commission storage to mobile devices, which is important for us as so many of the branch agents work while they are out and about and are increasingly demanding use of larger, more complex mobile data applications.”

The Hitachi TrueCopy Synchronous replication software has also helped Savills to reduce the time needed to run disaster recovery tests by 40 to 50 percent, while the Hitachi Tuning Manager software is proving invaluable in identifying bottlenecks in the system and alerting the IT team to these.

“The board [members] were previously concerned about our ability to respond to a disaster should one arise,” says Poon. “Now, with the data we obtain from the Tuning Manager software, including growth patterns and system performance, we have total transparency and can reassure senior management that systems are working well. We can also assure them that we have the capability to deal with failovers or fallbacks should we encounter them.”

Hitachi Data Systems Global Solution Services provided consultancy and carried out the implementation of the new storage platform. It also provided Savills with a dedicated back-end engineer.

Poon comments: “We have always been cautious about allowing external contractors or engineers access to our IT systems; however, the Hitachi Data Systems team [members] were very professional and clearly competent. We felt very confident in their ability and knowledge to migrate our data on to the new system without causing any disruptions.”

Savills has not yet completed full migration of data over to the new storage platforms but it already has seen some benefits from the new software, including vastly improved speed and performance, greater peace of mind and cost savings. “We believe that over the next couple of years we will achieve storage costs savings of 30 percent,” says Poon. “We also have peace of mind that our IT systems can cope in a disaster scenario and that we comply with risk mitigation.”

 **Hitachi Data Systems Corporation**

---

**Corporate Headquarters**

750 Central Expressway  
Santa Clara, California 95050-2627 USA  
[www.hds.com](http://www.hds.com)

**Regional Contact Information**

**Americas:** +1 408 970 1000 or [info@hds.com](mailto:info@hds.com)  
**Europe, Middle East and Africa:** +44 (0) 1753 618000 or [info.emea@hds.com](mailto:info.emea@hds.com)  
**Asia Pacific:** +852 3189 7900 or [hds.marketing.apac@hds.com](mailto:hds.marketing.apac@hds.com)

Hitachi is a registered trademark of Hitachi, Ltd., in the United States and other countries. Hitachi Data Systems is a registered trademark and service mark of Hitachi, Ltd., in the United States and other countries.

All other trademarks, service marks and company names in this document or website are properties of their respective owners.

Notice: This document is for informational purposes only, and does not set forth any warranty, expressed or implied, concerning any equipment or service offered or to be offered by Hitachi Data Systems Corporation.

© Hitachi Data Systems Corporation 2010. All Rights Reserved. SS-256-A DG August 2010