

Hitachi Storage Solutions at Work

La Française Des Jeux

INDUSTRY Services: French National Lottery

SOLUTIONS Storage Area Management/Business Continuity

Hardware—Hitachi TagmaStore® Universal Storage Platform model USP100 (4)

Software—Hitachi TrueCopy® Synchronous and Hitachi HiCommand® Device Manager software, Hitachi Resource Manager™ utility package and Hi-Track® “call-home” service/remote maintenance tool



“Hitachi Data Systems delivers improvement of data access times, reduction of the maintenance costs, and simpler administration.”

*Christophe Carette
Systems Manager
Française Des Jeux*



French National Lottery Wins Improved Performance, Reduced Costs, and Simplified Administration with Hitachi Storage

Française Des Jeux, the French national lottery, supports 41,000 lottery outlets in France, one per 1,400 inhabitants. The State holds a 72 percent stake in the lottery, which has been regulated by the government virtually since its creation. Keen to keep up with what's new, the lottery company has launched an average of one new product a year for the past ten years, and has chosen Hitachi storage to support this progress.

Lotteries have a long history in France. Since their introduction in the sixteenth century, they have evolved into a thriving and highly profitable business. The Loterie Nationale Française (French National Lottery), renamed La Française Des Jeux in 1991, is an institution. More than half of the lottery's proceeds are redistributed to players, 26.82 percent returns to the State and 14.85 percent supports organizing and promoting the games.

On average, some 26 million people, from every age group and walk of life, play the French national lottery about once a year. With sales of 9.5 billion euros a year, La

Française Des Jeux is one of France's largest service-sector companies.

Française Des Jeux is a mixed economy joint-stock company with 850 employees, of which a third are in the Information Systems division of information systems. The organization is responsible for providing a secure and accessible network consisting of nearly 40,000 sales points.

Significantly Investing in Information Technology

Like any large organization, Française Des Jeux has a goal to optimize the management of its information technology. Another goal is

to maintain a state-of-the-art technological level. For 2005, IT investments represented 26 million euros, which is equivalent to an impressive 89 percent of total investments. This is a complex operating systems environment, with mainframes as well as Intel and UNIX servers. Applications include multimedia, accounting, internal management, and commission management.

The systems management staff at Française Des Jeux recognized the need to ensure data integrity and reliability. "Our goal was to distribute production data over two remote sites, with synchronous mirroring between these two sites, via two distinct paths to achieve maximum redundancy for the infrastructure," says Systems Manager Christophe Carette. "All of this is in the context of a strong demand for availability and interconnection with heterogeneous systems."

Searching for the Right Storage Solution

Française Des Jeux set several criteria for its storage solution. The first was to find a market-tested solution. The second was to find a solution that would provide the capacity to evolve. Reliability was key: the desired minimum criterion was 99.999 percent availability of class 5 disk bays. The solution would need to be compatible with all the servers and the system operations within the Française Des Jeux stable and able to handle hardware and software functions with synchronous remote mirroring.

The search for a solution took place during the second quarter of 2005. Française Des Jeux conducted tests for compatibility and simulated disk input crashes with data recovery and performance.

After careful evaluation, Française Des Jeux selected a storage solution from Hitachi Data Systems. In two remote sites, four Hitachi TagmaStore® Universal Storage Platforms, model USP100, are now delivering improvement in data access times, reduction of

maintenance costs, and simpler administration. This is facilitated with the "user friendly" software tools that allow better monitoring of the storage equipment.

Server configurations are based on high-availability techniques, and, whatever the failure, Française Des Jeux has to react very quickly in order to avoid losing bets and money. Française Des Jeux cannot afford to lose one sold receipt; otherwise, everybody could claim to have won.

The other significant advantage of the architecture is the ability to consolidate in a unique environment both development and production, while also providing an effective disaster recovery plan with Hitachi TrueCopy® Synchronous software.

Exceeding Expectations

The Hitachi Data Systems solution was implemented in short time and is working well. Data access time was improved even



“Our goal was to distribute production data over two remote sites, with synchronous mirroring between these two sites, via two distinct paths to achieve maximum redundancy for the infrastructure. All this is in the context of a strong demand for availability and interconnection with heterogeneous systems.”

Christophe Carette
Systems Manager
Française Des Jeux

Française Des Jeux did not want administrators to specialize in any vendor's disk storage system, so the company required that management would be simple and stable, as the environment is online transaction processing (OLTP) driven and the Universal Storage Platforms would have to handle the load to avoid missing bets.

With management of storage key for applications, Française Des Jeux selected Hitachi HiCommand® Device Manager software. Device Manager software enables reduced workload for the storage and enables administrators to really take advantage of the performance stabilization provided by the Universal Storage Platform.

with the implementation of synchronous mirroring. Performance is better than previous levels, and Française Des Jeux exceeded the requirements made in the selection criteria in terms of availability, reaching a 100 percent availability level.

With mirroring at two separate sites, the IT staff can now start recovery operations of data cartridges from one side or the other without transferring cartridges, so production systems are never interrupted. Française Des Jeux was also able to significantly reduce maintenance costs.

Hitachi Data Systems Professional Services

The mission of the Hitachi Data Systems Professional Services department is to maintain the quality of service and extend it to other environments.

The Hitachi Data Systems Professional Services Department was engaged in every part of the Française Des Jeux project, since the beginning. The department helped to implement and maximize the new Hitachi Data Systems solution.

"We are likely to invite them when we consider future developments," said Christophe Carette, systems manager. "The Hitachi Data Systems offer brings a real value and meets our expectations as far as business continuity is concerned," he added.

Corporate Headquarters 750 Central Expressway, Santa Clara, California 95050-2627 USA
Contact Information: + 1 408 970 1000 www.hds.com / info@hds.com

Asia Pacific and Americas 750 Central Expressway, Santa Clara, California 95050-2627 USA
Contact Information: + 1 408 970 1000 www.hds.com / info@hds.com

Europe Headquarters Sefton Park, Stoke Poges, Buckinghamshire SL2 4HD United Kingdom
Contact Information: + 44 (0) 1753 618000 www.hds.com / info.uk@hds.com

Hitachi is a registered trademark of Hitachi, Ltd., and/or its affiliates in the United States and/or other countries. Hitachi Data Systems is registered with the U.S. Patent and Trademark Office as a trademark and service mark of Hitachi, Ltd. The Hitachi Data Systems logotype is a trademark and service mark of Hitachi, Ltd. HiCommand is a registered trademark of Hitachi, Ltd. TagmaStore, TrueCopy, and Hi-Track are registered trademarks and Resource Manager is a trademark of Hitachi Data Systems Corporation.

All other trademarks, service marks, company names, and logos are properties of their respective owners.

Notice: This document is for informational purposes only, and does not set forth any warranty, express or implied, concerning any equipment or service offered or to be offered by Hitachi Data Systems. This document describes some capabilities that are conditioned on a maintenance contract with Hitachi Data Systems being in effect, and that may be configuration-dependent, and features that may not be currently available. Contact your local Hitachi Data Systems sales office for information on feature and product availability.

Hitachi Data Systems sells and licenses its products subject to certain terms and conditions, including limited warranties. To see a copy of these terms and conditions prior to purchase or license, please go to http://www.hds.com/products_services/support/warranty.html or call your local sales representative to obtain a printed copy. If you purchase or license the product, you are deemed to have accepted these terms and conditions.

© Hitachi Data Systems Corporation 2007. All Rights Reserved.
SS-068-00 DG June 2007