



## SUCCESS STORIES

# SONOL ISRAEL LTD. OIL COMPANY FUELS SAP/VMWARE ENVIRONMENT WITH HIGH-PERFORMANCE NETAPP STORAGE



### KEY HIGHLIGHTS

**Location** Natanyah, Israel

**Industry** Energy

### Customer Profile

Sonol markets and distributes refined petroleum products, lubricants, and related products. With a chain of 215 branded public service stations, Sonol is one of the largest oil marketing companies in Israel. (Source: [www.sonol.co.il](http://www.sonol.co.il))

### The Challenge

Deploy a high-performance, highly scalable SAN to support the Sonol SAP production and VMware-based development environments while controlling costs and ensuring rapid backup/recoverability of all business data.

### The Solution

Standardize on high-availability NetApp FAS storage systems for all business applications data, including SAP, Exchange, file services, and the Sonol Dalkan automated fuel billing and management system. NetApp delivers high-speed IP SAN/NAS connectivity, plus remote disaster recovery and reduced costs.

### Benefits

- High performance at best cost-benefit ratio
- 100% availability for critical applications
- Flexibility for virtualized dev/test environment
- Fast backup/recovery, seamless scaling
- Capacity savings, streamlined administration

“Transitioning to the NetApp unified storage solution has substantially improved our IT system response times, backup, recovery, and availability levels. End users report that the performance of the SAP system, as well as of other company systems, is better than ever before.”

**RAMI SASSON** Head, Infrastructure Team, Sonol Israel Ltd. Oil Company

Sonol markets and distributes refined petroleum products, lubricants, and related products. Wholly owned by Granite Hacarmel Investments Ltd., Sonol is one of the largest oil marketing companies in Israel. Sonol boasts a national chain of 215 branded public service stations and hundreds of dedicated gas stations in Moshavim and Kibbutzim. The Sonol Dalkan automated fuel billing and management system for fleet customers is just one example of the company’s characteristic focus on innovation to enhance customer service. The Dalkan system streamlines the fueling process, shortens wait times, and provides fleet managers with convenient, reliable control of fuel expenses. Investing to stay at the forefront of technology, Sonol is committed as well to adhering to safety requirements and environmental quality standards. Major Sonol subsidiaries include Sprint Motors Ltd. and Sprint Transport, and Sonol. (Source: [www.sonol.co.il](http://www.sonol.co.il) and information provided by Sonol.)

### THE CHALLENGE:

#### Deploy High-Performance SAN for Business-Critical Applications While Simplifying Management and Reducing Costs

Sonol was one of the first companies in Israel to standardize all of its operations on a SAP R/3 system. But SAP standardization, combined with the addition of CRM and data warehouse systems, required Sonol to expand its storage infrastructure and find ways to accelerate performance.

“At that time, we were utilizing a NetApp network-attached storage (NAS) solution for backup and a limited set of applications. But our business-software solution providers, Exchange and ERP alike, advised us to work in block mode,” says Rami Sasson, head of the infrastructure team at Sonol. “Our Dalkan system, which is based on a SQL database and provides online replies to all the gas stations in the field, was also required to work in this configuration.”

Sasson says any block mode, or storage area network (SAN), solution Sonol implemented would have to be highly reliable, scalable, and cost-effective. “Not only did we need to ensure the highest availability to support business-critical applications, we also had to be concerned about manageability and cost. We could not afford to deploy an overly complex storage architecture that was difficult to maintain, back up, and expand.”

Sasson says that although a long-time NetApp NAS customer, Sonol was unfamiliar with NetApp unified storage solutions. He explains that Ankor Systems, a leading integration company and the senior NetApp partner in Israel, made the introduction. “When we started evaluating the solutions offered by storage vendors, we discovered through Ankor Systems that NetApp has made a quantum leap in its technological capability. Simultaneously supporting NAS and SAN, the NetApp platform offers us

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the unique advantage of having a single architecture to support all of our application requirements, allowing us to work in block mode on either iSCSI or Fibre Channel (FC).”

**THE SOLUTION:**

**Standardize on NetApp Unified Storage Solution**

Today, Sonol relies on NetApp storage FAS storage systems for all of its IT infrastructures, including the company's Microsoft® Exchange mail system and Active Directory services, the Sonol Dalkan system, and the SAP ERP business operations system that spans all corporate business units, including finance, marketing, customer relations, data warehouse, and more. The SAP system derives data from an Oracle® Database, which is also stored on a NetApp system. Overall, the IT infrastructure consists of several Windows® OS-based servers, including dedicated servers to the ERP system. The NetApp solution includes a clustered NetApp FAS270 solution that supports file services and a variety of applications, including Exchange and SAP (via IP SAN) production systems. A second NetApp FAS270 system serves as storage for SAP testing and archive modules utilized in a VMware-based development environment.

Sasson notes that Sonol chose NetApp storage solutions for the first time in 1999. “We were looking for an efficient backup solution. We found that the NetApp Snapshot™ functionality has extraordinary performance, enabling us to nearly instantaneously create point-in-time copies, regardless of volume size. Today, we also leverage NetApp SnapMirror® software to synchronize our central site in Natanyah with the one in Haifa. We want to ensure that even if the entire system crashes in the central site, we will be able to run it in full production mode at the Haifa backup site. NetApp is the only company that could provide us with such a solution.”

**BUSINESS BENEFITS:**

**Essential Performance and High Availability, Plus Cost Savings and Flexibility**

Sasson says that the NetApp solution delivers essential performance for the demanding SAP environment. “The transition to a NetApp FAS270 solution has improved the performance of our IT system substantially, including response times, backup, recovery, and availability levels. Responses from our end users show that the performance of the SAP system, as well as of other company systems, is better than ever before. The systems provide enhanced user experience and generate higher satisfaction with the information system.

“The NetApp IP SAN solution enables us to achieve performance on par with traditional FC solutions, but at a much lower cost. And our investment is protected should we decide to utilize FC SAN in the SAP environment at some point in the future. Currently, we only use FC SAN in our development environment. The NetApp unified storage architecture gives us a single-platform solution for whatever our applications may require for connectivity: NAS, IP SAN, or FC SAN. In addition, the system can scale in any direction.”

With Sonol mission-critical business applications running on NetApp solutions, Sasson notes the importance of high availability. “Since the NetApp solution was first integrated by Ankor, the system has been 100% available. If a problem occurs, we can always switch to hot backup mode, use a Snapshot copy, and return the system to regular activity in zero time. NetApp Snapshot capability enables fast, continuous backup as well as recovery levels that set new standards for availability.

“The selection of NetApp FAS270 in a cluster configuration ensures us the system will be available at all times. If one of the systems fails, an automatic failover mechanism switches operations to an alternative system in the same box. Utilizing NetApp SnapManager® for Exchange

software, we can carry out recovery for our 150 users quickly, simply, and down to the single mailbox level. In the same way, with NetApp SnapManager for SQL, we have the ability to recover from SQL database failures in record time.”

Sasson continues, “Utilizing the NetApp storage in conjunction with our implementation of VMware has allowed us to create a virtual information system that runs parallel to the production system. This solution stores all the SAP development systems supporting 200 SAP users. We can simulate every new solution we plan to introduce without interrupting the production, while predicting all the consequences and the risks to the system.”

Reviewing the benefits of the NetApp solution, Sasson concludes that all the objectives set by Sonol for the project were attained or exceeded. “Sonol benefits today from a storage system that offers utmost flexibility, availability, and simplicity and excellent performance on a very cost-effective infrastructure.

“We also want to praise the professionalism of the Ankor Systems team. Thanks to their sound technological capabilities in NetApp environments, we were able to boldly implement an iSCSI-based ERP system and successfully achieve today’s necessity of doing more with less.”

#### **ABOUT NETWORK APPLIANCE**

Network Appliance is a world leader in unified storage solutions for today’s data-intensive enterprise. Since its inception in 1992, Network Appliance has delivered technology, product, and partner firsts that simplify data management. Information about Network Appliance™ solutions and services is available at [www.netapp.com](http://www.netapp.com).

#### **NETAPP SOLUTION COMPONENTS**

NetApp clustered FAS series systems

NetApp SnapMirror, SnapManager for SQL, and SnapManager for Exchange with Single Mailbox Recovery software



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