

Koch Foods is a leading food company and one of the largest integrated poultry processors in the nation. Based in the U.S. and privately owned, the company employs over 13,000 people. Its roots are in food service and national accounts, but it recently expanded into retail with its Koch Foods and Oven Cravers brands. The organization is dedicated to innovation, continuous improvement, and providing its customers with the highest-quality, best-tasting chicken products.

RESULTS HIGHLIGHTS

- Significantly improved performance of its Veritas Enterprise Vault environment
- Resolved EV stability and speed issues
- Provided a more stable access to email archives
- Concerns were eliminated knowing their EV environment was being managed, monitored and supported
- Successfully achieved a fluid and expedited migration to the cloud



KOCH FOODS

Problem

While implementing Veritas Enterprise Vault, Koch Foods faced significant challenges with both speed and stability despite engaging two separate firms for assistance. The performance issues persisted, causing disruptions and inefficiencies. The company required support from a knowledgeable IT service provider to assist in the Enterprise Vault upgrade, so they called upon VAST for help.

"When we were introduced to VAST, I thought it couldn't be much worse. Maybe we'll see some marginal improvement," states Stewart Ward, VP of Information Systems at Koch Foods.

Due to their ever-growing archive storage needs, the company then migrated to a Veritas cloud solution to address the limitations of its on-premise setup. The migration required a professional approach to ensure a smooth and successful transition, addressing the critical need for a stable and efficient environment. The Koch team needed to be better equipped for managing the new cloud environment with VAST's continued assistance.

"One of the big concerns we had was losing VAST as our support during and after the cloud migration," said Peter Kim, Director of Datacenter Operations at Koch Foods.

Solution

VAST quickly demonstrated a high level of expertise in Enterprise Vault, prompting Koch Foods to utilize its professional services when it was time to upgrade its current on-premise Enterprise Vault solution.

"VAST has provided better systems architecture recommendations when it was time for us to upgrade our existing on-prem EV environment," commented Peter.

Due to this success, the company inquired about other Enterprise Vault-related services. VAST offered the company its Technical Services Partner Program (TSPP) and Managed EV services, which provided high-touch, support as well as management of their EV infrastructure to resolve any Veritas Enterprise Vault product issues.

Additionally, Koch had a personnel change requiring EV expertise to help manage their environment as that position was vacated. VAST quickly implemented its managed services to ensure the Enterprise Vault environment remained optimized and healthy.

"Enterprise Vault is a finicky beast, and VAST has helped us tame it so it serves our needs reasonably well," said Mr. Ward.

When the company began contemplating a move to the cloud, Koch was concerned about losing VAST as their support and managed services vendor if they proceeded with the migration. After ensuring that VAST would still be there for them both during and after their Enterprise Vault migration to the cloud, the company decided to move forward with the project.

"VAST has stepped forward again to assure us that they will stay and support us for the entire duration of the project and even afterward in the future," stated Peter.

VAST oversaw and continuously monitored the entire migration project to ensure every step proceeded smoothly and accurately. By maintaining close supervision and providing expert guidance throughout the process, VAST ensured the project met all objectives and was completed as stated.

Results

With VAST's professional services recommendations and assistance, Koch significantly improved the performance of its Veritas Enterprise Vault environment. The stability and speed issues were resolved, leading to a more efficient and reliable system.

"To our surprise, VAST has far exceeded our expectations for stabilizing the environment and improving performance by a large margin," said Stew.

VAST's ongoing managed and support services provided the customer on the daily management and monitoring of their EV servers. When issues were identified or reported, VAST provided a "high touch" approach on troubleshooting the EV issues and worked with Veritas through direct escalations on issues that required the EV vendor's assistance. With these services in place, it provided the customer a peace of mind knowing their EV environment was being managed, monitored and supported allowing their organization to maintain stability and seamless operations.



“Their experience and expertise in EV has provided much more stable access to our email archives,” stated Mr. Kim.

VAST also provided the reassurance and security that encouraged Koch Foods to move to the cloud, making the company feel much more at ease about signing the cloud services migration agreement with Veritas. Thanks to VAST's assistance throughout the project, the company successfully achieved a fluid and expedited migration.

“Their professionalism and dedication towards the customer are outstanding, and we can rest assured that our migration project will have the best support,” mentioned Peter.

