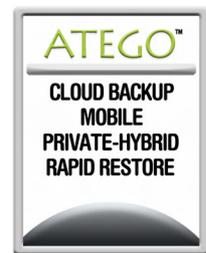


ATEGO®

CLOUD BACKUP
OFFSITE DISASTER RECOVERY



CASE STUDY

Masterbulk Pte Ltd



Simplifies Backup and Restore with ATEGO®

The Challenge

Before the implementation of ATEGO®, Masterbulk was using DLT tapes to do backup and restore. The tape backup cycle was to do five daily incrementals plus one full backup on the weekend. The IT manager, Richard Maquilan, had previously experienced problems with trying to restore data from tapes, so he was adamant about doing recovery testing once a week. "I had to run a frequent test restore to check the data integrity on all tapes – make sure they are free from any damage. This could sometimes be a burden, most especially when we didn't even have an auto-loading system at that time." He further went on to say, "With a total of 1.9 TB of data to back up – such as SQL, file server, AMOS (Sybase) and Exchange being the most important - the process can take up half a day to finish. Not only is the said routine time consuming; unfortunately, efficiency and reliability are not its strong points."

Exchange email accounts are the most critical data files he needs to back up as the users tend to utilize the mail system like a database for large amounts of vital information such as contract details, delivery instructions, and shipping documents. "For us, email correspondence is very important. If a disaster occurs, we cannot afford to lose even a single file contained in it. We needed to have better and more reliable data storage and restore procedures", he stated.

"The management also wanted to have a solid system that will maintain the credibility of the company and that's when we began considering getting a highly dependable offsite backup service as a future preparation for audit requirements", he added.

At a Glance:

Masterbulk Pte Ltd is an acclaimed privately owned shipping company based in Singapore and has been one of the major players in the shipping industry for over 15 years. Operating 23 open hatch gantry crane vessels to date, the company relies on email communication to help provide the coordination and document flow required to transport a wide diversity of cargoes between trade ports around the world.

Industry: Shipping & Logistics

"ATEGO® Cloud Backup has doubled my productivity rate. It definitely saves me time when backing up. It seems that Asigra has created another me – a clone..."

Richard Maquilan
IT Manager

Challenges:

- Protect critical databases, especially Exchange
- Overcome the unreliability of backup and recovery from tape
- Provide offsite data protection
- Simplify the backup management process

The Solution: ATEGO® Cloud Backup

As the need for a better backup system became more urgent, Richard started the search for an alternative solution. Doing his initial research online and then listening to proposals from competing vendors, he came to the conclusion that Pantropic's ATEGO® Cloud Backup service offered the most favorable combination of cost effectiveness, reliability, and ease of use.

Richard has confidence in the ATEGO® solution because it includes numerous features that give him peace of mind that the backups are recoverable. The first is that ATEGO® is a disk-based backup technology, removing his concern about the reliability of tape. Second, ATEGO® includes an autonomic healing process that continuously operates on the stored data to automatically find, fix and flag any errors or corruptions in the backup file structure. Third, is the ability to schedule an automated validation job on a particular file or database. This means the customer can request that the system do a virtual recovery of a backup and compare the digital signature of the recovered file to the digital signature on record of the original. Fourth, is the fact that the service provider, Pantropic, keeps multiple copies of his backup at their secure data centers.

Richard also needed a reliable and convenient way to restore end-user emails. ATEGO®'s Message Level Restore (MLR) module solved this problem by allowing him to recover a single email or an entire user's mailbox without the need for a complete database restoration. ATEGO® supports Exchange, GroupWise, Lotus Notes and Domino email applications.

"ATEGO® Cloud Backup has doubled my productivity rate. It definitely saves me time when backing up. It seems that Asigra has created another me – a clone – doing another set of tasks as part of my job and making things a lot easier compared to the time when I still had to do manual integrity checking and tape backup by myself.", Richard said matter-of-factly.

When he computed the total cost of managing and maintaining the tape backup system and compared it to the monthly cost of using Pantropic's backup service, senior management were convinced of the value of outsourcing the backup to a more reliable and automated service.

Solution Benefits:

- Agentless design
- Secure offsite storage
- Disk backup technology
- Cost effective
- Easier to manage
- Autonomic healing process
- Automated data validation

About Pantropic:

Pantropic Online Pte Ltd is a specialist in data protection and disaster recovery solution planning. Pantropic helps both large and small organizations in Singapore and the South East Asia to protect their critical data and keep their applications up and running by providing a suite of enterprise solutions and managed services. Pantropic owns and operates a highly successful cloud backup managed service, based on the Asigra platform, under its own brand name, ATEGO Cloud Backup.

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About Asigra:

Asigra transforms the way businesses manage and protect their data by delivering market leading cloud backup solutions that seamlessly and efficiently manage, scale and deliver data protection services. With more than 25 years of experience as backup/recovery pioneers, Asigra technology protects more than 500,000 sites globally ranging from the Global 100 to SMBs.

