

## Case Study

### Ben Foods Pte Ltd Relies on a Cloud Backup Managed Service for Fast and Secure Offsite Backup



- Highly respected food distribution and trading company
- Backups are automatically scheduled in advance
- Faster backup and restore performance



**BEN FOODS (S) PTE LTD**



## SUMMARY

Highly respected food distribution and trading company Ben Foods had historically relied on tape-based backup to protect data. Ben Foods was challenged with the task of protecting the critical ERP system. The tape solution was less than ideal due to unreliable, and manual tape back up process and no remote storage location was available in the event of a disaster. For these reasons, Ben Foods began their search for a better data protection solution to replace or complement their current strategy and found that **Pantropic** a specialist in data protection and disaster recovery solution planning met their needs.

## CUSTOMER OVERVIEW

Ben Foods (S) Pte Ltd, a subsidiary of QAF LTD, began operations in 1958 as a commodity trader in frozen meat, dairy products, and poultry farming. Today, it is a highly respected food distribution company offering an extensive range of meat and commodity products from around the world. It also markets its own in-house products under the labels “farmland”, “Cowhead”, “Haton”, “Orchard Fresh”, “Spices of the Orient”, and “Oriental Fortune”. The server most critical to the daily operations of Ben Foods is the one hosting their ERP system. Losing data from that server’s underlying SQL database could have financial as well as reputational repercussions for the food distribution and trading company. Mr. Danny Lai, the MIS Manager, knew he could not take any chances with this data.

## BUSINESS SITUATION

The daily grind of changing tapes and making sure that all the backups were successfully completed six days a week was manageable, but time consuming and tedious. Another concern was that the tapes remained onsite, meaning if a fire broke out, all the primary data and backups would be lost.

The company’s external auditor also highlighted the importance of storing critical data at an offsite location. Ben Foods understood that their own concerns, combined with those of the auditor, meant that they would have to start in earnest their search for a better data protection solution.

## SOLUTION

When Ben Foods came to know about ATEGO, they found that it exactly met their requirement to store offsite. At the same time, Pantropic provides Ben Foods with a local storage which means storing in two places.

Ben Foods evaluated ATEGO and liked what they saw. They put ATEGO in place to back up their ERP application which manages and automates the

## ASIGRA CLOUD-BASED DATA RECOVERY DELIVERS

- Single integrated agentless solution for all data protection needs
- Policy-based protection based on the user’s IT environment and recovery requirements
- Optimization of IT resources for enhanced utilization
- Data encryption that secures data in-flight and at-rest with full support of compliance requirements
- High-performance data recovery
- Incremental Backup.

## CHALLENGES

- Protect the critical ERP system
- Unreliable, and manual tape backup process
- No remote storage location in the event of a disaster.

business processes of accounting, order and inventory tracking, invoicing and other production-related processes.

Among the other features of ATEGO that impressed Ben Foods, were its incremental backup and deduplication capability, which saved time and bandwidth. It greatly improved how Ben Foods manage their day-to-day backup procedures with:

- Agentless design
- Secure offsite storage and disk backup technology
- Scalable technology to sustain business growth
- Seamless architecture for faster backup and restore performance
- NIST FIPS 140-2 certified security with AES-256 encryption in-flight and at-rest.

“The beauty of ATEGO is that it gives us peace of mind. . . . After a while, I have almost forgotten that I have this software because I don’t have to worry about anything.”

**Danny Lai, MIS Manager,  
Ben Foods Pte Ltd IT Department**

## RESULTS

Ben Foods feels that ATEGO greatly improves how they manage their day-to-day backup procedures. Pantropic sends monthly reports and notifies them of successful backups or if there are errors. The beauty of ATEGO is that it gives Ben Foods peace of mind. With Atego, backups are scheduled for 7 days without any problems. The Pantropic support team perpetually keep an eye on backups and provide expert advice.

## ABOUT PANTROPIC

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.

## About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry’s first enterprise agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra’s revolutionary patented Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010.

More information on Asigra can be found at [www.recoveryiseverything.com](http://www.recoveryiseverything.com)



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