

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

## 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 the unreliable and manual tape backup process, and no remote storage location was available in the event of a disaster. For these reasons, Ben Foods began its search for a better data protection solution to replace or complement its current strategy and found that Pantropic, a specialist in data protection and disaster recovery solution planning met its 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 worldwide. It also markets its 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 its ERP system. Losing data from the SQL database could have serious financial and



reputational impacts on the food distribution company. Mr. Danny Lai, the MIS Manager, was determined to protect 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 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 business processes of accounting, order and inventory tracking, invoicing and other production-related processes.

ATEGO's other features 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.

## RESULTS

Ben Foods feels that ATEGO significantly 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 monitors backups and provides expert advice.

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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

## CLOUD BACKUP POWERED BY ASIGRA

- 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.

For more information about Asigra visit: [asigra.com](https://asigra.com).