

Success Story:

Cyprus Hospitality Company Turns to Asigra Cloud Backup™ For Disaster Recovery Solution.



Cyprotels Hotels and Resorts Profile

- Complex environment
- Eight, award-winning, year-round hotels
- Asigra local backup, offered through NEATASI Consultants Ltd



Overview

Managing eight, award-winning, year-round hotels – five in Cyprus and three in Greece – involves managing a large staff dedicated to offering guests a complete holiday experience – one that ensures that they return next year, and the year after that. The guests at Cyprotels Hotels & Resorts do return making the hotel a preferred holiday destination – the ultimate goal of any company in the hospitality industry.

All of those return guests, plus the new ones, who come every year from around the globe, means that Cyprotels Hotels & Resorts needs to manage and protect a large amount of data. If something were to happen to a guest's data, it could negatively impact the guest's experience and make them think twice about returning again. With word-of-mouth so important in the hospitality business, negative guest experiences can have serious consequences for the company's bottom line, and Cyprotels Hotels & Resorts is committed to ensuring every guest has a positive experience.

The Challenge

Andreas Markoudis, IT Manager of Cyprotels Hotels & Resorts, realized that the company's backup procedures needed to be updated to maintain the high-quality of customer care the hotel company offers, and also to ensure business continuity. For data backup, the company is using an automated solution with Library.

The team at Cyprotels Hotels & Resorts began to look for another backup solution, one that would help ensure their data would be protected and could be recovered easily. A stumbling block that they encountered was finding a backup and recovery solution that could handle the company's complex environment.

"Our environment uses Oracle databases, SQL Server Databases and on every remote hotel there is a local server running the hotel applications and file systems," said Markoudis. "All of the hotels are connected to the main office using a terminal server and the company is using a private line to connect all of it together."

The Solution

After a search, the only solution that Cyprotels found that matched their requirements was Asigra Cloud Backup™, offered through NEATASI Consultants Ltd, an IT service provider located in Cyprus.

"We needed a solution that could handle our complicated environment, and since Asigra Cloud Backup is agentless, one installation can handle all the servers of the main office and of the hotels at the same time," said Markoudis. "NEATASI Consultants

Ltd supported us during the installation, and since they know the product very well, they are always quick to answer any question or request we might have."

Results

Being agentless, Asigra doesn't have to be installed on every machine or server that needs backup. It can be installed on a local machine and back up all the operating systems, files, and applications. The agentless approach saves time, as it eliminates the need to match agent revisions with operating system levels, researching compatibility issues and other labor-intensive tasks. Agentless is also easier to support, and is less resource intensive, making no processing power demands on the servers in comparison to traditional backup and recovery software agents.

"We needed a solution that could handle our complicated environment, and since Asigra Cloud Backup is agentless, one installation can handle all the servers of the main office and of the hotels at the same time."

**Andreas Markoudis,
IT Manager of Cyprotels Hotels & Resorts**

"Because it's agentless, if I need to add another backup, I can do it from a central location and I don't need to access several servers," said Markoudis. "This has made the process much easier. The automation that Asigra offers has created considerable time savings compared to our former methods of backing up data. I have increased peace of mind, knowing that the backups are done daily."

Something else that has improved Markoudis' peace of mind is the disaster recovery capabilities of Asigra Cloud Backup. The hospitality company built their own disaster recovery solution around Asigra, with the backups stored on NAS storage within a separate building that is connected to the LAN. Asigra offers Bare Metal Restore, which means that Cyprotels can recover from old hardware to new, or from new to old, an important factor when trying to recover from a disaster or data-loss event.

Cyprotels Hotels & Resorts had the opportunity to put their disaster recovery plan to work, after a small data loss. “We had a minor loss of documents, but restoring them with Asigra Cloud Backup was surprisingly easy,” said Markoudis. Asigra offers the ability to restore on the file level, so individual files can be restored instead of a batch of data.

As Cyprotels Hotels & Resorts continues to grow, they will be relying on Asigra Cloud Backup to backup and recover their increasingly large amounts of data.

“My advice for anyone in the hospitality industry who is looking to improve their backup and recovery procedures is to consider Asigra. “It’s more than software, it’s a concept that will help you avoid disasters.”

Andreas Markoudis,
IT Manager of Cyprotels Hotels & Resorts

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

