

Case Study

Hanrick Curran Selects Cloud-Based Data Recovery for Compliance Advantages Over Tape Backup



- Accounting, tax and auditing firm based in Australia
- Hybrid cloud backup deployment with both local and remote recovery
- Data recovery performance improves from days to hours



SUMMARY

Accounting and business advisory firm Hanrick Curran Pty Ltd. was a longtime user of tape-based backup solutions to protect the data at its 120 employee location in Brisbane, Australia. In 2012, the firm began to question the ability of tape backup to meet regulatory mandates. As well, it was having issues with data retention and the recovery of data in a timely manner. After a formal review, the organization found that tape was impractical as a long term data retention solution because of concerns that files would not be available 7-10 years later if needed. Furthermore, the firm realized that it was taking too long to recover data and spending too much time on the management of its tape backup platform. After a review of cloud-based data recovery technology, the firm decided to switch to After Dark's cloud backup service powered by Asigra.

CUSTOMER OVERVIEW

Hanrick Curran Pty Ltd was established in 1984 and provides top-tier accounting services across Queensland, Australia and to corporate clients worldwide. The firm's skilled team is comprised of top Brisbane accounting professionals, all dedicated to offering individually tailored, strategic accounting solutions and advice to clients in the areas of taxation & business, forensic services, audit & assurance, business valuations, superannuation, strategic planning, business improvement and human resources. With the growth of the organization and increasing requirements to meet compliance regulations, Hanrick Curran sought a backup solution to comply with mandates while improving operational performance.

BUSINESS SITUATION

Tape backup had been the primary data protection technology for Hanrick Curran since the founding of the company. However, a growing number of business requirements and regulatory issues continued to surpass the capabilities of tape resulting in the need to modernize its backup infrastructure. Because several hundred tapes were stored offsite, this exposed the data to potential loss and unauthorized access. Additionally, data recovery involved the retrieval of tapes from the offsite repository and required cumbersome search technology to identify the location of missing data. This process often required days or weeks, accelerating the need for a higher performing solution. Furthermore, recoverability of long term retention data was brought into question, challenging the reliability of tape as a backup medium.

ENVIRONMENT

- Protection of more than 50 servers virtualized on VMware, eight physical servers with Fibre SAN
- Coverage of a diverse range of applications, including Microsoft Exchange, MYOB (enterprise SQL backup database), BigHand dictation software, MS Word, Excel, etc.
- Hybrid cloud backup deployment with both local and remote recovery capabilities.

ASIGRA CLOUD-BASED DATA RECOVERY DELIVERS

- Single integrated 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 Australian compliance requirements
- High performance data recovery compared to tape.

“Data security is one of our top IT priorities to maintain the privacy protection of client data. To their credit, After Dark Technology and Asigra deliver a compliance-ready solution that assures us in knowing that all data is secure and our processes compliant with corporate and governmental mandates.”

**Mark Sheridan, Partner,
Hanrick Curran Pty Ltd.**

In response, Hanrick Curran worked with IT services provider, After Dark Technology Pty. Ltd., to deploy a cloud-based data recovery solution powered by Asigra. After Dark Technology is a Brisbane, Australia based IT provider that focuses on understanding the needs of their business customers and providing a complete IT solution that is deployed by a team of trained and certified professionals. The new backup technology promised to return precious IT resources by offering dramatically faster and more reliable recoveries without the cumbersome management or time requirements.

“As a financial services business, it is critical that client data is accessible and securely stored. Equally important is the ability to retain data over extended periods of time. Our tape-based solution was falling short on several fronts relegating it to history as we modernised our backup infrastructure with a solution that offered both local and remote recovery and the ability to meet our security and recovery time objectives.”

Chris Holland, IT Manager, Hanrick Curran Pty Ltd

SOLUTION

After Dark Technology's cloud backup service was deployed in a hybrid configuration without agents across a combination of physical and virtual servers. This included a total of 40 virtual servers and six physical servers. While workstation, desktop and mobile device backup has not been integrated as of this point, this future capability was an important consideration. Applications in use by Hanrick Curran include Microsoft Exchange, MYOB (enterprise SQL backup database), BigHand Digital Dictation, MS Word, Excel and other office and productivity applications.

The solution delivered by After Dark Technology is powered by Asigra Cloud Backup™ software, the industry's leading cloud-based data recovery software with over one million installations worldwide. The software is built for efficient operation and easily integrates with public, private and hybrid cloud architectures.

Asigra's agentless software architecture provides for simple deployment and hands-free management while providing advanced features that include global deduplication, automated mass deployment, autonomic healing and validation restore capabilities. Hanrick Curran highlighted following capabilities as key factors for selecting the solution:

- Support for both physical and virtualized IT environments
- High performance local and remote backup and recovery
- Long-term data recoverability to meet compliance mandates
- NIST FIPS 140-2 certified security with AES-256 encryption in-flight and at-rest.

RESULTS

As a longtime customer of After Dark Technology, Hanrick Curran was pleased with the service and support of the IT provider. Coming up on the second year anniversary of its cloud backup deployment, Hanrick Curran noted several advantages that the solution has brought to the organization. First is the modernized approach to data protection which has increased the efficiency of the organization dramatically. IT personnel that had previously been mired in tape-based management projects were now untangled from those tasks and reassigned to more strategic IT initiatives to support revenue growth. Data recovery performance has also improved an order of magnitude, going from days to hours since the switch from tape. No longer must backup tapes be recovered from their offsite vault for access. Instead, After Dark receives a request from Hanrick Curran and returns the lost data within hours or minutes.

As an Australian financial services organization, Hanrick Curran is subject to the rules and regulations concerning personally identifiable information (PII). According to the Privacy Act of 1988 and Privacy Amendment (Private Sector) Act of 2000, there are 13 Australian Privacy Principles (APPs)¹ regulating the collection, use and disclosure of personal information by private sector organizations. Backup and recovery data falls under “Use and Disclosure” and requires that organizations must not disclose or cause, files and the backup system that protects these environments.

In support of Hanrick Curran's compliance requirements, Asigra Cloud Backup encrypts data in-flight and at-rest using AES-256 encryption. Additionally, Asigra is FIPS NIST 140-2 certified for the highest level of third-party security certification available. The Federal Information Processing Standard (FIPS) is an

¹ Australian National Privacy Principles, Privacy Fact Sheet, <http://www.privacy.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-2-national-privacy-principles>

internationally recognized standard for cryptography products and encompasses all aspects of Asigra's solution. The security requirements cover 11 areas related to the secure design of Asigra Cloud Backup, from physical and logical integrity of the software to system level functionality such as user access control and key management. The certification provides one of the highest levels of assurance for security products, and requires extensive third-party lab certification.

Asigra Cloud Backup security features include:

- All data encrypted in-flight and at-rest
- FIPS 140-2 certified
- Key escrow management
- Password rotation support
- Data destroyed with certificate of destruction.

“As a trusted advisor to Hanrick Curran we understand the security and compliance concerns the organization is challenged with and our assessments and actions are built upon this knowledge. After Dark Technology's full service management alleviates customer concerns with respect to data recovery as we work closely with the IT Manager to ensure that all procedures are performed in alignment with local and international regulatory guidelines.”

**Stephen Gibson, Technical Director,
After Dark Pty Ltd.**

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

