

Case Study

Hines Finds Cost-Savings Relief by Upgrading Tape Backup System to Cloud-Based Enterprise Data Protection Platform



- Real estate firm involved in investment, development, and property management worldwide
- Protection of data on servers, workstations, laptops and mobile devices
- Hybrid cloud deployment with local and remote disaster recovery capabilities
- Cost savings of at least a 40% FTE

Hines



SUMMARY

Real estate firm Hines had historically relied on tape-based backup to protect data across multiple worldwide sites. As one of the largest real estate organizations in the world, the firm began to experience escalating challenges in its backup and recovery architecture—particularly as the organization continued to expand internationally. These issues included managing multiple vendors with incompatible systems, increasingly diverse storage requirements, and rising costs in relation to these challenges. These reasons combined with the consultative support by [RestorePoint](#), a provider of disaster recovery and backup services powered by Asigra, precipitated the firm's move toward a cloud-based data protection platform.

CUSTOMER OVERVIEW

Hines is a privately owned real estate firm involved in investment, development, and property management worldwide. With 3,500 employees in 121 cities in 19 countries, Hines is a world leader in sustainable real estate strategies. The firm's Houston headquarters has responsibility for directing all corporate technology, strategy, and standards for Hines worldwide, under the direction of Jesse Carrillo, Senior Vice President and Chief Information Officer. As the firm continued to grow globally, the amount of data siphoned to its data center facility in Austin, Texas expanded as well. As expenditures to manage this data influx rose, it became clear that manual tape backup at the sites worldwide was becoming cost prohibitive. These factors combined with the inefficiencies of tape-based backup led Hines to seek a more economical and reliable backup and recovery system.

BUSINESS SITUATION

Prior to 2013, tape backup had been the primary data protection technology for all international sites at Hines. Yet as the company continued to experience rapid growth worldwide and acquire more offices in different locations, the manual process of keeping up with the expanding storage requirements at sites over such a large geographic area became difficult to manage and expensive.

The large amount of data that the firm was pulling across the network worldwide to its Austin-based storage center was creating concerns for Carrillo's IT team of 31. With responsibility for the networks, infrastructure, servers, e-mail system, ERP, enterprise applications, and help desk support worldwide, Carrillo's staff had to contend with incompatible systems (some of which didn't accommodate mobile devices), reliance on multiple vendors with different capabilities and lead times, growing storage requirements, missing data from unreliable forms of backup, and increasing costs due to managing these environments.

ENVIRONMENT

- Widely distributed IT environment that supports 3,500 employees in 121 cities in 19 countries
- Diverse range of systems under protection, including servers, workstations, laptops and mobile devices
- Hybrid cloud backup deployment with both high performance local recovery and remote disaster 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
- Ability to transition internal IT resources to more strategic operations
- Data encryption that secures data in-flight and at-rest with full support of compliance requirements
- High-performance data recovery.

“ We liked that the RestorePoint-Asigra solution offered a managed service capability for us—my staff no longer have to worry about doing the restores themselves. RestorePoint has the expertise and they're staffed up appropriately. If we do encounter an issue, I know how to get it escalated and resolved quickly, but the day-to-day operations are not ours.”

Jesse Carrillo, Senior Vice President
and CIO, Hines

In response, Hines started researching cloud-based solutions including Amazon, Mozy, and Carbonite, but found that the pricing was too high. Determined to simplify their data center environment, Carrillo kept up the search and selected IT services provider RestorePoint to deploy a cloud-based data recovery solution. RestorePoint is an innovative services company that provides data protection and disaster recovery solutions for critical customer data. By offering dramatically faster and more reliable recoveries, the new backup solution from RestorePoint promised to free up stretched IT resources and offer significant cost savings for data protection.

SOLUTION

RestorePoint's cloud backup service was deployed in a hybrid configuration without agents across Hines's distributed enterprise. The solution is powered by Asigra software, the industry's leading agentless cloud-based data recovery software with over one million installations worldwide.

The agentless software is built for efficient operation and easily integrates with public, private, and hybrid cloud architectures. Hines highlighted the following capabilities as key factors for selecting the solution:

- Platform independent support for IT environments with international distribution
- Device agnostic support for a wide range of systems including mobile devices
- Simple, centralized backup that eliminates the need for multiple point solutions
- Highly scalable design that expands as the company's needs require
- Ability to reduce the cost of backup using Asigra's policy-based Backup Lifecycle Management (BLM) function which stores less critical data on archival storage platforms
- NIST FIPS 140-2 certified security with AES-256 encryption in-flight and at-rest.

Another key feature of the solution that Hines valued was its flexible, tiered pricing structure. The Asigra setup allows for storing data in different tiers, with varying price points, enabling movement of data from tier-to-tier based on aging and criticality.

“Like many data-intensive companies in a high growth phase, Hines had understandable concerns about data security and retrieval using tape-based backup. Finding the right solution and company to partner with was key to resolving those issues. RestorePoint has become an extension of our team, freeing my staff up to focus on core business issues.”

**Jesse Carrillo, Senior Vice President and CIO,
Hines**



RESULTS

Having completed the first part of the rollout, Hines is very satisfied with the cloud-based data protection solution delivered by RestorePoint. Now in the second part of the deployment, the new system is running smoothly with the firm's over 100 sites, and is scheduled to be fully implemented by the end of 2014.

After running a three- and a five-year Total Cost of Ownership (TCO) study, Carrillo reports that Hines has already started to realize significant benefits. The firm can show cost savings of at least a 40 percent fulltime equivalent (FTE) now that Carrillo's team doesn't have to be first responders to requests from the firm's global offices. Hines noted several other advantages that the solution has brought to the firm—first and foremost is related to IT time savings, with manual handling of tape no longer required. The company also now enjoys more efficient integrated recoveries, and enhanced data security.

“With RestorePoint data protection services powered by Asigra, Hines enjoys a much higher level of confidence in knowing its data is secure across its sphere of operations. This assurance coupled with the significant offload of time consuming backup processes has improved the organization's readiness and productivity.”

**Abdul Altamimi, CTO and Founder,
RestorePoint**

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-class 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 patent-pending Recovery License Model provides organizations with a cost-effective data recovery business model unlike any other offered in the storage market. In 2015, Asigra Cloud Backup was named the **Top Enterprise Backup Solution** and achieved silver in Storage Magazine's **Products of the Year**.

More information on Asigra can be found at www.asigra.com

