

Case Study

Masterbulk Pte Ltd Simplifies Backup and Restore with Cloud Backup



- Shipping and logistics company
- Higher reliability than tape, greater peace of mind and easier recovery of lost data
- Cost savings as a result of less manpower needed to manage backup



SUMMARY

Email correspondence in Masterbulk's business is very important. With a total of 1.9TB of data to back up — such as SQL, file server, AMOS (Sybase) and Exchange being the most important — they used DLT tapes to backup and restore. The process would take up to half a day to finish and the routine was time consuming so efficiency and reliability were not its strong points.

CUSTOMER OVERVIEW

Masterbulk Pte Ltd is an acclaimed privately owned shipping company based in Singapore and has been one of the major players in the shipping industry for over 15 years. Operating 23 open hatch gantry crane vessels to date, the company relies on email communication to help provide the coordination and document flow required to transport a wide diversity of cargoes between trade ports around the world. Exchange email accounts are the most critical data files Masterbulk requires to backup as the users tend to utilize the mail system as a database for large amounts of vital information such as contract details, delivery instructions, and shipping documents.

BUSINESS SITUATION

The tape backup cycle was to do five daily incrementals plus one full backup on the weekend. The IT manager, Richard Maquilan, had previously experienced problems with trying to restore data from tapes, so he was adamant about doing recovery testing once a week. They had to run a frequent test restore to check the data integrity on all tapes to make sure the tapes were free from any damage. This could sometimes be a burden, most especially without an auto-loading system at that time. If a disaster occurred, they could not afford to lose a single file contained in their backup system. The management team wanted to have a solid system that maintains the credibility of the company this is when Masterbulk considered obtaining a highly dependable offsite backup service in preparation for future audit requirements.

SOLUTION

As the need for a better backup system became more urgent, Masterbulk started the search for an alternative solution. Doing their initial research online and then listening to proposals from competing vendors, they came to the conclusion that Pantropic's ATEGO® Cloud Backup service powered by Asigra offered the most favorable combination of cost effectiveness, reliability, and ease of use.

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.

CHALLENGES

- Protect critical databases, especially Exchange
- Overcome the unreliability of backup and recovery from tape
- Provide offsite data protection
- Simplify the backup management process.

Masterbulk has confidence in the ATEGO solution because it includes numerous features that give them peace of mind that the backups are recoverable. The first is that ATEGO is a disk-based backup technology, removing their concern about the reliability of tape. Second, ATEGO includes an autonomic healing process that continuously operates on the stored data to automatically find, fix and flag any errors or corruptions in the backup file structure. Third, is the ability to schedule an automated validation job on a particular file or database. This means the customer can request that the system do a virtual recovery of a backup and compare the digital signature of the recovered file to the digital signature on record of the original. Fourth, is the fact that the service provider, Pantropic, keeps multiple copies of their backups at their secure data centers.

Masterbulk also needed a reliable and convenient way to restore end-user emails. ATEGO's Message Level Restore (MLR) module solved this problem by allowing them to recover a single email or an entire user's mailbox without the need for a complete database restoration. ATEGO supports Exchange, GroupWise, Lotus Notes and Domino email applications.

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



“ATEGO® Cloud Backup has doubled my productivity rate. It definitely saves me time when backing up. It seems that Asigra has created another me — a clone. ...”

Richard Maquilan, IT Manager
Masterbulk Pte Ltd.

RESULTS

When Masterbulk computed the total cost of managing and maintaining the tape backup system and compared it to the monthly cost of using Pantropic's backup service, senior management were convinced of the value of outsourcing the backup to a more reliable and automated service.

