

Michigan Manufacturer has the Recipe for Data Protection and Business Continuity

A family-owned specialty food and beverage manufacturer based in West Michigan is committed to delivering the best quality products and superior customer experience to the thousands of retailers they serve. And as their business is specialty food and beverage, not technology, they outsource all their IT needs to IT Resource, Inc., a well-established IT Consulting and Professional Services firm serving businesses throughout the state of Michigan and the entire Midwest.

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Steve Nowak
Lead Consultant
IT Resource, Inc.

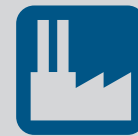
The manufacturer and IT Resource have similar philosophies—downtime is not an option when it comes to servicing your customers.

Steve Nowak, lead consultant with IT Resource, had worked with the manu-

facturer for about five years before they decided enough was enough with their prior backup product. During the five years they endured four to five backup solutions that failed. You know the dread a failed backup can cause. The failures stemmed from a variety of solutions, including disk and tape. A shortcoming with the disk and tape solution was the lack of capacity. Without a valid backup there can be no recovery, and certainly no business continuity. This shortcoming led to actual data loss. The customer, not a trained tech, was charged with backing up the tapes, a manual process. As with any backup process that involves a manual component, it hadn't been done properly. No doubt this contributes to the staggering statistic that 45-58% of downtime is caused by human error.¹

The team was initially concerned about migrating to a new solution, but the risks of another failed backup were too great. Part of the decision to implement the Datto SIRIS 2 solution was “the ability to spin-up a VM instantly... it was key.” When it came time for the actual solution move, Steve confirmed,

Industry



Manufacturing & Retail

Customer

Specialty Food and Beverage Manufacturer

Challenge

Five failed backup solutions, including tape, made it necessary to re-evaluate their options.

Solution

Datto SIRIS 2

Outcome

After a smooth migration, both IT Resource and their Specialty Food and Beverage Manufacturer have peace of mind in a backup and a disaster recovery solution that is always on and will mitigate downtime.

"It went smoothly." There was renewed confidence that the manufacturer's network of 53 devices with 60 users would be secure and well protected, and that data would be backed up properly with the risk of human error removed. Not long after the Datto solution was in place did its DR capabilities get put to the test. IT Resource was implementing a minor software change to the manufacturer's system. Things did not go as expected (when do they?) and what was supposed to be a "minor" change in fact stopped their entire production system. Here's how they fixed it...

Steve performed an instant off-site virtualization to the secure Datto cloud, in a matter of seconds. With the manufacturer's data and system safe in the cloud, IT Resource could then repair the on-site problems. They removed the corrupt software, copied the VMDK to their VMware server and created a new VMware host. All the "users were down for no more than one hour. Without SIRIS 2 we would have had to rebuild the terminal."

What could have been a nightmare in terms of lost data, downtime, unhappy customers, and the added cost of rebuilding the manufacturer's terminal was a great reminder that having the right tool for the job makes all the difference.

1. "Enterprise Data and the Cost of Downtime," IOUG, July 2012

Datto® is the leading provider of comprehensive data backup, recovery and business continuity solutions with nearly two million customers and 8,000 partners worldwide. With its Total Data Protection Platform business data is protected everywhere it resides, whether on premise, in virtualized environments, in the cloud, and software-as-a-service (SaaS) applications including Salesforce, Google Apps, and more. To learn more go to datto.com or datto.com/backupify, follow on Twitter @DattoBackup and @backupify or connect with us on LinkedIn.



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