Reitsma Group reduces recovery time by over 90% with Acronis®

Acronis®

> *"We can now easily roll out new server clients on the fly which was impossible in the previous setup"*

About Reitsma Group

The Reitsma Group is an established IT and telecom business provider and is known for its problem solving and service oriented approach. The company offers its consultancy and implementation services to organisations of all sizes in the Netherlands.

Every day, the 60 Reitsma employees help customers to improve their communications using new technologies whilst ensuring high availability and flexibility. The company understands the importance of reliable and easy-to-use systems in order to be successful as an organisation. Teunis Arendse, Internal IT specialist at Reitsma was looking to replace the organisation's tape backup system. He wanted to improve the company's disaster recovery capabilities with a robust and user-friendly solution.

Searching for peace of mind

"*Our old backup solution was outdated and was limited in terms of scalability. Tape backups are generally slower and unreliable compared to other technologies on the market today. Shockingly, we discovered that overnight backups of our eleven production servers failed from time to time. That obviously did not give me peace of mind as an IT manager,*" said Arendse.

Reitsma evaluated solutions from Symantec, CA and Acronis testing each product on its reliability, speed and features. Arendse had worked with Acronis' Backup & Recovery workstation solutions for a number of years and saw instantly how Reitsma could benefit from server image backups as well as back up to alternative locations. Arendse continued: "*It is a key requirement for us to be able to recover our crucial servers in case of a system failure or disaster. The image backup capabilities from Acronis provide exactly that. Acronis also offers a competitively priced online backup service that seamlessly integrates with its server backup solution. With all this in mind, it was a logical step to choose Acronis Backup & Recovery® 11 Advanced Server combined with Acronis Backup & Recovery® Online.*"

Organisation:
Reitsma Group

Sector:
IT and telecoms services

Key challenges:
- Minimise downtime of business critical corporate servers
- Needed quicker recovery in case of a system failure
- Improve backup and recovery capabilities and replace existing tape backup solution
- Provide redundant restore options with an online backup solution

Environment:
- Eleven HP Proliant Servers
- Windows Server 2008 fileserver
- Microsoft SQL Server
- Microsoft Exchange Server 2010
- Exact Globe ERP and CRM software suite

Solution:
- Eleven Acronis Backup & Recovery® 11 Advanced Server licenses
- 1TB Acronis Backup & Recovery® Online for servers
- One Acronis Recovery® for Microsoft® Exchange license

Business Benefits:
- Server restore time cut from 6 hours to just 20 minutes
- Simple management console for quick 1-day roll out and easy deployment of new servers
- Quick and reliable image and file server backups
- Online backup capability for file recovery from the cloud

Business critical servers

With its IT environment centralised and located at the head office in Amersfoort, Reitsma has eleven HP Proliant production servers running Windows Server 2008, Microsoft SQL and Exact applications. Any server downtime would have a dramatic impact on Reitsma's operations. For example, the service desk would not be able to provide customer support nor could the sales support department process orders and requests from customers. *"Almost all our company processes rely on these servers. Although our servers have never suffered significant downtime, we do realise the risks and consequences when systems fail,"* added Arendse.

For the mail server, Reitsma has chosen Acronis Recovery for Microsoft Exchange. This enables it to quickly recover mailboxes, which is critical for high standards for customer service that the organisation values and is known for.

Recovery time reduced by 94.5%

After installing Acronis, server recovery time is now estimated to be an average of 20 minutes. This is a significant performance improvement from the previous solution, as the recovery from backup tapes could take up to six hours. Acronis enables Reitsma to recover single or multiple servers from the system images that are saved on the central backup server or the on-site NAS. For optimal redundancy and recovery options, files are also backed up in the cloud using Acronis Backup & Recovery® Online for Servers.

"We are pleased with the time savings gained by using Acronis. The user-friendly management console has also enabled us to deploy the full backup system in just one day. We can now easily roll out new server clients on the fly which was impossible in the previous setup," said Arendse.

Cloud Backup

With a redundant NAS-server onsite, Reitsma already has an alternative backup location setup. But in the unlikely situation that the office building is not accessible or a disaster occurs, the company's data could not be recovered or used. Arendse chose Acronis Backup & Recovery Online for Servers for extra protection of its corporate data. Reitsma currently only uses 20% of the 1TB capacity of the Acronis service, allowing scalability and room to meet future storage growth.

Personal Approach

"Reitsma is a service oriented organisation and we therefore value Acronis' personal care in the pre-sales and roll out phase. Its approach and dedication combined with our commitment has resulted in a smooth and quick deployment process. We look forward to expanding and strengthening our relationship with Acronis in the future," concluded Arendse.

About Reitsma Group

Reitsma Group is a telecom and IT service provider in the Netherlands. The organization helps businesses to fulfill their corporate telecom requirements. Reitsma is an acknowledged and certified business partner for KPN and Vodafone in the SMB market in the Netherlands. From the head office in Amersfoort, Reitsma provides consultancy to customers about mobile telephony, mobile data, fixed mobile integration, mobile phone repair, carkit installations, fixed telephony (Voice over IP), unified communications and DSL-connectivity. More info on: www.reitsmagroep.nl.

About Acronis

Acronis is a leading provider of easy-to-use disaster recovery and data protection solutions for physical, virtual and cloud environments. Its patented disk imaging technology enables corporations, SMBs and consumers to protect their digital assets. With Acronis' disaster recovery, deployment and migration software, users protect their digital information, maintain business continuity and reduce downtime. Acronis software is sold in more than 90 countries and available in up to 14 languages. For additional information, please visit www.acronis.eu. Follow Acronis on Twitter: http://twitter.com/acronis.

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