

# Case study: Backup Enterprise at Linde Lansing Fördertechnik AG

For more than 50 years, this European market leader has been providing a comprehensive range of material handling vehicles to companies in Switzerland.



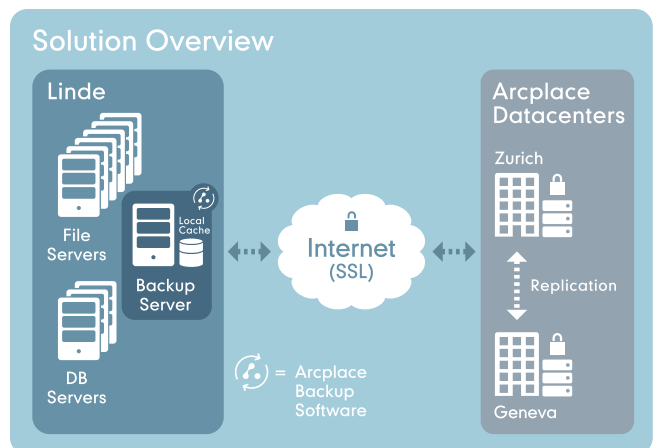
With its 130 employees, Linde Lansing Fördertechnik AG, a subsidiary company of Linde Material Handling, guarantees accurate specialist advice relating to new and used vehicles, vehicle hire, servicing, spare parts and driver training.

By the end of 2010, Linde Lansing had carried out a daily backup of modified data, as well as a full backup to tape every Friday. These tapes were stored in the company's archives, with a copy also placed in the safe. However, this process was very long-winded and cost-intensive in view of the ever-growing data volume, according to Willy Hofstetter, Head of IT at Linde Lansing: "furthermore we had to purchase and install new licences for the backup software increasingly frequently, with a risk of losing data every time a migration was carried out, not forgetting that the archives also took up valuable space."

In order to improve this situation, the decision was made at Linde Lansing to look into an online backup solution. The main reason for online backup was to avoid having to invest in hardware and software also to avoid laborious, cost-intensive equipment, maintenance and testing.

After six months of intensive evaluation, Linde Lansing decided to use Arcplace's Cloud Backup Enterprise Service. Thanks to the "100% hassle-free solution", Linde Lansing simply had to provide the backup server and an adequate internet access.

Within the space of a few hours, Arcplace had installed and configured the service, ensuring from that point onwards that Linde's nine servers were backed up.



Backup Enterprise combines the benefits of local and external data backup. The data backup is first saved on a local hard drive, which means that it is always available should the internet connection be interrupted. Additionally, the data is also powerfully encrypted and transmitted to Arcplace's highly secure datacenters in Zurich and Geneva. Here, the disaster recovery copies are stored redundantly. Should Linde Lansing's hardware ever be completely destroyed by fire, water or other disaster, there will always be a duplicate backup available. Advanced security and authentication processes ensure that customer data is encrypted at all times during transfers and at Arcplace's datacenters.

After the one-time transmission of the 'initial full backup', i.e. the first backup of the entire data set of the Linde Lansing servers, all further backups are carried out by using incremental data storage to the Arcplace's data-centres. This means only the new and modified data needs to be transferred. In addition, data de-duplication and compression ensures that the amount of data to be transferred and stored is significantly reduced. All these measures speed up the backup process considerably and reduce the cost of storage space.

The service has been used by Linde Lansing since November 2010, and has been running seamlessly from the very first day. On average, around 11'000 files – equating to more than 18 GB are backed up every night.

On a daily basis, Linde Lansing IT-Responsibles receive automatically a log and a statistical report on how much data has been stored, and at what time.

Mr Hofstetter, Head of IT, is very pleased with the level of service and support received: "In terms of overall packages, we haven't found anything comparable that can take care of all our backup needs, 24 hours a day, 365 days a year. Backup Enterprise is providing us with a highly efficient, fast and cost-efficient solution which is user-friendly and guarantees maximum security, while at the same time is helping us to save time and labour costs."

For further information please contact us:

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