

Case study: Right on time – CORUM secure their data with Arcplace Backup Enterprise Service

With the dangers of data loss becoming more and more obvious – many companies are looking to enhance their existing backup and restore solutions. This was also the case for Swiss watch manufacturer CORUM.



If anybody knows everything about the right timing it's Swiss manufacturer CORUM. Positioned as an exclusive brand, CORUM manufactures high-quality watch collections featuring an innovative and distinctive design and equipped with sophisticated mechanical movements. The full set of collections comprises of models ranging from 5,000 to 1 million US\$ retail price and giving pride of place to precious metals and horological complications.

Founded in 1955 in La Chaux-de-Fonds, CORUM has undergone a complete renaissance that has enabled it to achieve a perfect match between the product and the demand for high quality and creativity. CORUM's substantial investments have led to the integration of watch making professions, the development of production tools, the enhancement of human resources and the promotion of staff training. Consequently CORUM also attaches great importance to securing their business data including their intellectual property.

The Swiss manufacturer invested almost a year searching for a new solution to secure its business data. The company was looking to replace its existing tape backup with a modern and reliable solution "The right mix of in-house and external components was one of the most important criteria", explained Damien Reber – CORUM IT Project Manager. "With our tape solution we had to rely on employees manually changing tapes every day and storing them in a fire and waterproof place."

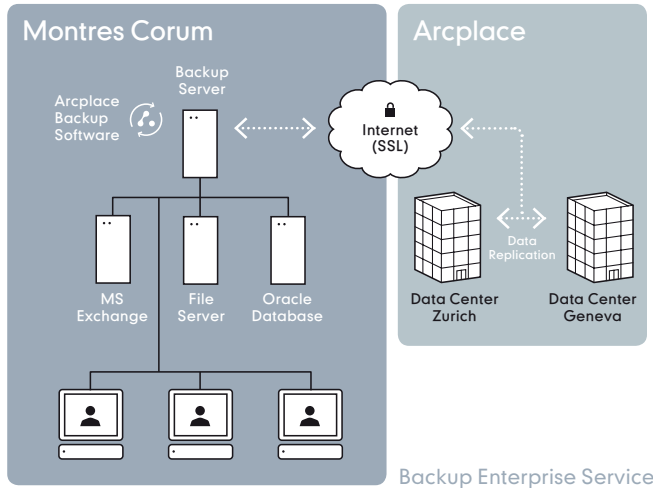
Based on these criteria it was obvious for CORUM to also take a closer look at specialised Backup Service Providers, offering not only backup and restore software but also a solution for automatically storing a copy of the backup data externally for Disaster Recovery purposes. CORUM's final choice was the Backup Enterprise Service from Arcplace. The IT team was not only convinced by the backup solution but Arcplace also turned out to offer the most cost-effective solution compared to buying solutions or services from other vendors.

"The Arcplace Backup Enterprise Service offering was convincing and had very good references, confirming the reliability and quality of the service," says Gilles Ruffieux, CORUM's IT Director. "Another criteria in favour of Arcplace was that we could select our own hardware for the backup server and the local cache. With competing solutions we were limited to proprietary systems."

The Arcplace Backup Enterprise is a professional, cost-efficient and innovative service that has been developed for companies with high security requirements. The Arcplace Backup Software, that is part of the service, is installed on one customer system at each site. If desired, an Arcplace appliance designed for this purpose can also be used. The Backup Software stores the data to be backed up locally before replicating it via an encrypted connection to highly secure data centres in Zurich and Geneva. An encryption key owned by the customer is used to encrypt all data making it impossible for anybody except the customer to read the backed up data. The Arcplace software works with highly efficient data deduplication and compression technology to keep both bandwidth and storage requirements to a minimum.

"A backup with our old solution typically took 12 hours – from 10 at night to 10am on the following morning. Furthermore, we had to rely on employees manually changing tapes every day and storing them in a fire and water proof location. With Arcplace, depending on the amount of data that was modified during the day, the average time is 1-2 hours every night. After this the data is secured in-house on a local cache and externally at the Arcplace data centres in Zurich and Geneva for disaster recovery," explains Damien Reber - CORUM IT Project Manager. "Even more evident is the time saving when a file has been lost. With our tape solution we used to spend hours searching and restoring the correct file and file version. With Arcplace the time required to find and restore the right file is now well under 10 minutes."

“The decision to outsource our data backup with Arcplace proved to be the absolutely the best choice we could have made. The implementation and configuration of the solution took less than half a day. The configuration included the timing of the backup as well as defining the data sources such as our Oracle database, Exchange and File data,” adds Gilles Ruffieux. “Working with the Arcplace team has been very pleasant and professional from the initial product demonstration and proposal though to the final implementation and support.”



The backup technology used does not require software to be installed on the systems being backed up. A backup software installation per site is sufficient to back up all systems within the site. This considerably reduces the cost and effort of implementation and operation, as no individual backup agents or plug-ins have to be installed on each system, nor do these have to be maintained.

The Arcplace Backup Enterprise Service enables servers, desktops and laptops to be backed up. A wide range of operating systems and databases are supported. The solution is suitable for data volumes of 10GB to 100TB. Thanks to the online availability and parallel processing of several tasks, data can be backed up and restored rapidly. To meet the requirements of 24x7 operations, databases can be backed up on the fly. This prevents interruptions arising as a result of the backup process. Along with the hot backup functionality for email systems like Exchange, Groupwise and Lotus Notes, the Arcplace Backup Enterprise Service also supports the backup and recovery of individual emails, calendar entries or contacts.

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