



# Collabera Ups Resilience and 24/7/365 Productivity with Rubrik



## INDUSTRY:

IT staffing

## RESULTS:

- 99% protected by Rubrik for virtualized backup and disaster recovery (DR)
- Near-zero RTO (hours to minutes)
- Seamless archival to Microsoft

## THE CHALLENGE:

- Time-consuming and laborious management of legacy backup systems
- Complex legacy and cloud hybrid implementations
- Lengthy restore and DR times

## BUSINESS TRANSFORMATION

Rubrik's solutions provided Collabera with a simple-to-manage dashboard, with near-zero backups and restores for DR, with a private cloud-centric architecture that standardizes on Microsoft and SQL, serving more than 3,000 users real-time. The ease of migration and management enables Collabera to plan ahead with future expanded implementations.

Collabera, headquartered in Basking Ridge, New Jersey, is a global leader in IT staffing since 1991, and one of the largest diversity IT staffing companies in the industry. With more than 16,000 professionals spread across 3 continents, 7 countries, and over 30 offices, Collabera provides holistic, cost-effective IT staffing and related services to Global 2000 companies to meet their talent needs. They assist their clients through staff augmentation, global talent management, value added services through permanent placements, and vendor management programs. As an effort to expand their service offerings, the company started to provide IT services, managed services, off-site IT support services, and training of technical skills for clients via their Bangalore-based offices.

Harish A. Subbanna, Director of IT, Collabera India, leads a team of more than 30 IT professionals, to support more than 3,000 Collabera users around the world, round-the-clock, for IT and cybersecurity support services.

"IT used to be a supporting and 'back-end' role in many businesses, including a staffing business like ours. However, the times have significantly changed and IT is now considered the forerunner that plays a leadership position. IT services are demanded by users 24 hours a day, 7 days a week, 365 days a year, without fail and with full security. For any business, especially a people-centric business like Collabera, IT is a driving force in the forefront, empowering relentless productivity, and providing dependable and fail-safe data in real-time to every user in our ecosystem," said Harish.

## HUNTING FOR A DEPENDABLE CLOUD-CENTRIC HYBRID BACKUP & DR SOLUTION

Prior to adopting Rubrik, Collabera used a mix of tape and legacy backup systems for their Microsoft environment. A typical data restore would take anywhere from 30 minutes to 6 hours. In circumstances where a backup disk had problems or a server crashed, the time to reboot, rebuild, patch, configure tape drives, catalog files, etc, could take between 6 to 8 hours. They also faced challenges in backing up and restoring databases (DBs) to tape and disk, as well as setting up malware protection. As a progressive IT-centric company, Harish had to make plans to future-proof and scale Collabera's data backup and recovery systems.

"Through peer-recommendation, we put Rubrik up for consideration in our public request for evaluation and service, together with several other competing offerings. We shortlisted Rubrik and a couple other vendors after it passed through our specifications checklist, architecture demands of current needs and pain points, ability to meet business challenges and future expansive use. We put the shortlisted products through a rigorous validation process. During the shortlisting process,

Rubrik's solutions performed well under the test as well as production systems, and were very fast in backups and restores, including DB backups. After sealing final technical aspects, we selected Rubrik."

## NEAR-TIME RESTORES FOR 24/7 DATA SUPPORT

For a real-time business like Collabera, its legacy systems were shackling the fast-paced, people-centered business down, with slow data backups and restores, up to 6 hours per job, and the systems could only deal with up to 6 jobs at a time.

"The major challenge we faced using our hybrid setup, which was already honed over years, was a slow data backup and restore time. This was exacerbated whenever a server faced a rare crash, or required a patch," said Harish.

"When we finally installed Rubrik's solutions, we felt a great amount of relief, instead of dread, around the process of backing up and restoring data. Now we expect any restores from the latest backed-up data to a crashed server to take minutes. Even backing up DBs are incredibly and measurably fast."

## REAPING THE BENEFITS OF A NEW SYSTEM

With Rubrik weaved into the private cloud architecture, Collabera is able to provide near-zero mission-critical data and DB backups and restore times. Collabera is a global business that caters to staffing and IT needs of Global 2000 companies, and so data and service availability, speed, agility, cost savings, and ease of management, are all important checklist items.

With an increasingly sophisticated and complex world where data is a priceless asset, the world is emerging with regulations and technologies to protect such data, especially when it involves personal identifiable data. All of Collabera's data are encrypted, including its Office 365 email, Teams, Yammer, Sharepoint, etc, and conform to global data protection laws such as GDPR. Through Rubrik, Collabera will always

have a near-instant restore of information in the face of cybersecurity threats.

Collabera protects their 99% virtualized environment (1% standalones just for Active Directory for disaster resilience purposes) and mission-critical applications with Rubrik.

Additional benefits include:

- **Near-zero RTOs:** "Rubrik has helped us reduce our backup times from up to 6 hours to mere minutes. Now restoring a VM to a server during an incident may take between 1 to 2 minutes, rather than what used to take between 30 minutes to 6 hours."
- **Seamless cloud archival with Microsoft:** "Rubrik is weaved tightly into our data and DB backup and restore architecture, providing a simple, easy to learn, easy to manage dashboard to enable my team of 30 professionals to manage our global IT network serving more than 3,000 users worldwide."
- **World-class support:** "Rubrik's team is always ready to bridge with my team, and iron out kinks in the early parts of the adoption process. We are planning to adopt a new function in the near future, and I can count on Rubrik's support team to work seamlessly and painlessly with my team to ensure our success."
- **Ease of use:** "Our global users can easily save their data and retrieve them instantly through a simple 'search engine-like' interface powered by Rubrik. There is nothing like Rubrik's simplicity and elegance in design, which is made for real people rather than to confound every-day users."
- **Future focused:** "We are a fast-growing global business with a transformative view of the future. All of our critical apps are already migrated to the cloud. We aim to move the remaining 80% of our other apps to the cloud in the next 2 to 3 years. We are tapping on the qualities of Rubrik's solutions for our data and DB backups and DR. We are looking to use Rubrik's archival functions in the near future."



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