Fortune Global 500 Consulting Firm Realizes €100,000 Increase in Productivity with Rubrik and ServiceNow

INDUSTRY

Professional Services

RESULTS

- 62% reduction in backup management time (32 days of additional productivity back to the business)

- 87% decrease in time spent on monthly recovery testing for clients with ServiceNow integration and €100,000+ of additional productivity returned to the business

- Faster response times

THE CHALLENGE

- Labor-intensive and complex legacy data management solution

- Lack of automation and self-service capabilities

BUSINESS TRANSFORMATION

With Rubrik's management simplicity and ServiceNow integration, the customer has been able to improve operational efficiency and increase employee productivity by more than €100,000.

The customer is a managed IT services provider and part of a Fortune Global 500 management consulting and professional services firm. As a provider of hosted cloud services for both internal departments and external clients, the customer was seeking a secure backup solution that could support the needs of its growing client base. Prior to Rubrik, the customer was unhappy with their legacy solution, which was complex, labor-intensive and not designed for scale.

SIGNIFICANT TIME SAVINGS AND INCREASED PRODUCTIVITY WITH SERVICENOW INTEGRATION

With Rubrik, the customer has achieved significant time savings and increased productivity by utilizing the ServiceNow integration to streamline recovery testing.

The IT team is required to perform recovery tests for every client on a monthly basis. With their legacy solution, a Level 2 technician would have to spend 1 day (8 hours) on this task per month. With Rubrik's ServiceNow integration and self-service file-level recovery, this task is now performed by a Level 1 technician and only takes 1 hour per month. Not only has the customer realized drastic time savings, but they've also gained back more than €100,000 of productivity from their Level 2 technician, who can now spend that time on continued infrastructure improvements and more strategic, value-added work.

As a result, the customer is also evaluating the possibility of having clients perform their own self-service restores via the ServiceNow integration, which would further automate the process and save time.

ADDITIONAL BENEFITS INCLUDE:

- **62% reduction in backup management (32 days of additional productivity back to the business)**: Previously, the IT team was spending 8 hours per week managing their backup infrastructure. Now, they're only spending 3 hours per week checking Rubrik and can now dedicate more hours to solving incidents or reducing support times.

- **Enabling further automation**: The customer is a big believer in the power of automation to allow their team to be more efficient and productive. With Rubrik's automated policy-driven architecture and ServiceNow integration, they're able to spend more time on infrastructure improvements and other value-added work.

- **Easy to use**: Due to Rubrik's intuitive interface, anyone on the IT team is able to use Rubrik.

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