Tecala Turns to Rubrik Data Management Solution to Support Continuing Growth

tecala

INDUSTRY:

Managed Service Provider

RESULTS:

- 90% management time savings (days to hours)

- Estimated 30% savings in staff cost despite doubling of business volume

- Seamless upgrades and expansion with Rubrik

THE CHALLENGE:

- Management complexity and lack of scalability using legacy solution

- Frequent failure of upgrades to backup system threatened customer SLAs

BUSINESS TRANSFORMATION:

With Rubrik, Tecala has a reliable backup solution that performs flawlessly, requires minimal IT resources, and can scale seamlessly to accommodate growing customer requirements.

Tecala is an Australian managed service provider that delivers customized ITC services to government and mid-market business clients. With its roots in consulting, Tecala translates a client's business goals and requirements into solutions encompassing managed services, cloud services, communications, and security.

One of the company's goals is to shield customers from the complexity of information and communication technology to ensure a seamless service experience. To deliver on that goal, Tecala maintains a state-of-the-art infrastructure to support its team of IT professionals. "We focus on premium componentry from vendors who are leaders in their field, like Rubrik," said Lee Apps, Cloud Services Manager for Tecala.

LAUNCHING A RUBRIK-CENTRIC BUSINESS TO GAIN COMPETITIVE EDGE

Prior to Rubrik, Tecala implemented a solution that experienced several challenges with scalability and performance. "The complexity and unreliability of the legacy backup system meant that a senior-level IT staff member was required to perform routine maintenance and troubleshoot problems," said Apps. "We also faced significant pains with the upgrades to the legacy backup system. It would fail roughly a third of the time, requiring two to three days of troubleshooting and another attempt at the upgrade. This endangered the company's ability to deliver on its promise to regularly backup customers' data."

To remedy the deficiencies in their legacy backup system, Tecala turned to Rubrik to solve their problems—and more. "When we had to upgrade our legacy system, we'd cross our fingers and hope it would work. There's none of that with Rubrik. It's just seamless, whether you're adding a new appliance or upgrading software."

Additionally, the most dramatic improvement Tecala experienced with Rubrik was in the simplicity of management, leading to major savings in staff time and money. "The IT staff spends at least 30% fewer hours tending to backup issues, making it easier and sustainable to add a consistent stream of new customers without adding additional IT staff," said Apps. "Previously, we were also looking to hire dedicated senior staff to manage our environment, but due to Rubrik's simplicity, we can now utilize Level 1 staff to support those tasks." In total, Tecala saw an estimated 30% savings in staff costs with Rubrik despite doubling the business volume.

BREAKING AWAY FROM MANAGED SERVICE TO SELF-SERVICE

Rubrik also enables Tecala to expand its list of value-added services. One example is giving customers' IT staff the ability to restore and download files themselves in a self-

service model with vCloud Director. "This type of self-service capability would never have been possible with our legacy system," said Apps. "These are capabilities I would not have expected from a backup platform. Rubrik is always innovating and designing for the future."

The broad range of capabilities provided by Rubrik allows Tecala to offer various levels of backup, disaster recovery, and infrastructure-as-a-service, with features and pricing to match the varying needs of customers. Tecala now uses Rubrik appliances to support more than 80 customers through data centers in Melbourne and Sydney. Additional benefits include:

- **90% management time savings**: "We previously had to spend hours troubleshooting backups, which is something we don't even have to think about with Rubrik."

- **Ultra-high reliability**: "With Rubrik, we have 11,000 daily backup jobs with a <0.1% fail rate. Backups work reliably with hardly any attention from us, which is just what we want customers to experience."

- **Cloud-first approach**: "Rubrik's cloud-first technology means that as we continue on our cloud journey—for public, private, or hybrid environments—their solutions will help create a seamless experience."

- **API-first architecture**: "We have to integrate with many other systems, and with Rubrik's APIs, we can develop the interfaces ourselves and save a lot of time."

- **Plug-and-play**: "The simplicity and ease of installation of Rubrik appliances allow us to expand our services and take on new customers quickly."

- **Prepared for any eventuality**: "During the early days of the COVID-19 pandemic, we were still taking on new customers even as we saw our call volume at the help desk rise 30% above the highest peak previously recorded. But we were prepared, and Rubrik played a big part in allowing us to scale in such a short period of time."

- **Seamless scalability**: "With Rubrik, we now experience seamless expansion. I know that if we bring on a large group of new customers in a week, I don't have to worry that the system will scale to meet demand. Having the capability to grow and scale the system as needed was just fantastic."

Global HQ
1001 Page Mill Rd., Building 2
Palo Alto, CA 94304
United States

1-844-4RUBRIK
inquiries@rubrik.com
www.rubrik.com

20200714_v2