# rubrik

CRITICAL INFRASTRUCTURE CUSTOMER LOOKBOOK

# TRUSTED BY THE WORLD'S LEADING CRITICAL INFRASTRUCTURE ORGANISATIONS

# WELCOME TO THE WORLD OF DATA-FORWARD CRITICAL INFRASTRUCTURE

At Rubrik, we help innovative critical infrastructure organisations better leverage data as a strategic differentiator. The world's leading critical infrastructure organisations trust Rubrik to protect, automate, and govern their applications at massive scale in one seamless fabric across data centres and clouds. For essential and important entities making up the critical systems underpinning our way of life, Rubrik enables breakthrough simplicity, speed, and savings. These are their stories.
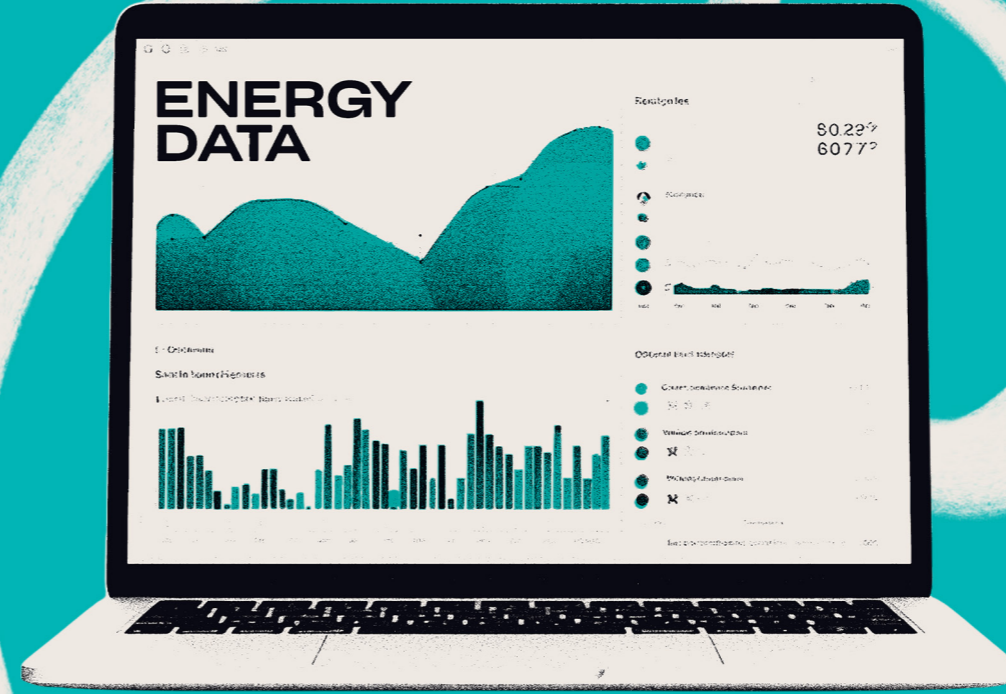
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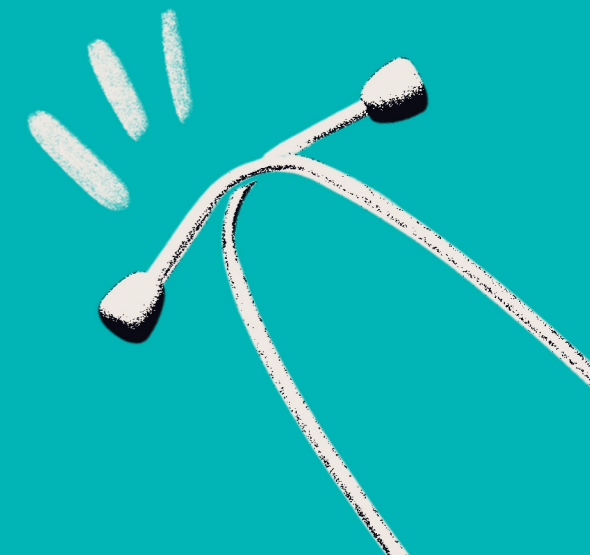
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# THE SCOTTISH GOVERNMENT REDUCES COSTS AND ENSURES DATA SECURITY WITH END-TO-END ENCRYPTION

**Scottish Government**
**Riaghaltas na h-Alba**
**gov.scot**

The Agriculture and Rural Economy (ARE) Directorate, headquartered in Edinburgh, Scotland, operates within the Scottish Government and plays a key role in Scotland's rural economy. As well as interpreting EU regulations and assessing the validity of farmers' subsidy claims, it is also responsible for paying subsidies directly to farmers. With over 20,000 farmers claiming through ARE each year, the directorate pays out £750m in subsidies annually.

Neill Smith, Head of IT Infrastructure at ARE, oversees the operation infrastructure of 1,300 employees who develop and manage applications for agriculture subsidies, in addition to supporting the 20,000 farmers who submit claims to the directorate each year. This support includes managing identifiable data and meeting strict security and payment standards required by the government.

Prior to Rubrik, Smith relied on multiple backup solutions, which was difficult for his team to manage. "Our legacy solution was not user-friendly," said Smith. "It may have been innovative several years ago, but hadn't kept up with where the market was going." Smith felt hampered by managing multiple legacy platforms and craved a centralized platform to easily demonstrate security compliance.

ARE also continuously develops new applications that support the growing number of farmers applying for subsidies. To keep up with this growth, Smith and his team needed a data management solution that would easily scale while also protecting their mission-critical data. "We operate in a heavily regulated industry that requires our data management solution to be highly secure and reliable," said Smith. "Rubrik employs a comprehensive approach to security and ensures our data privacy and safety. This includes end-to-end encryption across our entire on-prem and cloud environment as well as audit capabilities for meeting compliance."

"Our directorate is prone to multiple audits every year to ensure our compliance with strict security mandates. Rubrik has significantly simplified the auditing process by being designed from the ground up with end-to-end security," said Smith. "In our industry, the rules and regulations are constantly evolving. We must be able to implement solutions that meet new requirements in the blink of an eye—otherwise we could be subject to millions of pounds worth of fines."

## Results

- **33%** TCO savings
- **60%** management time savings
- **79%** data reduction
- **Near-zero** RTOs
- **Comprehensive security** with end-to-end encryption and audit trails

# ST. LUKE'S SECURES MILLIONS OF PATIENT RECORDS FROM CYBER THREATS

**St Luke's**
UNIVERSITY HEALTH NETWORK

St. Luke's University Health Network (St. Luke's) is a non-profit organisation that provides healthcare services for 80,000+ patients and 340,000+ ER visits every year across 14 campuses and 300 outpatient sites. St. Luke's cares for hundreds of thousands of patients every year with 2.5PB of data and millions of patient records they need to secure every day. Part of St. Luke's commitment to providing high-quality care for its patients, is ensuring the cyber resiliency of their operations and the security of patient data. "Healthcare is the number one cyber attack vector in the world. Having partners like Rubrik and Microsoft dedicated to cyber resilience makes it easy to feel safe about our data," stated David Finkelstein, Chief Information Security Officer, St. Luke's.

"Our systems, particularly Epic, need to be on 24×7×365. In order to ensure our data is available at all times, we decided to migrate Epic from our on-prem data centre to Azure. It's a herculean effort but the reason we were able to take the leap, as one of the very first healthcare institutions to move to the cloud, was thanks to Rubrik," David explained. By leveraging Azure, St. Luke's is able to take advantage of the flexibility and economics of the public cloud by scaling enterprise applications up or down depending on demand.

"Not to mention, Rubrik's integration with Microsoft Sentinel is a game changer for us. Our cybersecurity team uses Sentinel to monitor for threats in our environment. This integration allows them to have a single pane of glass, allowing them to be more proactive," Paul said. "Our patients trust St. Luke's with their healthcare. We want to safeguard their data in every way we can, which is why we use Rubrik to protect us in the midst of prevalent cyber threats."

Since moving away from their legacy vendor to Rubrik, St. Luke's has seen a 75% TCO savings in the span of three years. "Rubrik's enhanced security features, integration with Microsoft and the cloud allow me to confidently tell the board that we have selected a partner that allows us to be resilient while also being a lot more cost-effective, ultimately enabling us to better care for our patients," David concluded.

## Results

**2.5 PB** of data secured and protected

**Millions** of patient records secured and protected

**75%** cost savings over three years

**Integration** with Microsoft Sentinel & Azure

★ ★ ★ ★ ★

# JUST A GREAT PRODUCT

**Gartner.**
Peer Insights™

"The product has proved easy to use and reliable with great support."

**Industry:**
Government

**Function:**
IT Services

**Location:**
Government <5,000 Employees in Europe, Middle East or Africa

**Deployment Architecture:**
Hybrid Cloud and On-premises

## EVALUATION & CONTRACTING

**Why did you purchase this product or service?**

→   Create internal/operational efficiencies

→   Improve business process outcomes

→   Improve business process agility

→   Improve compliance & risk management

**What were the key factors that drove your decision?**

→   Strong services expertise

→   Strong customer focus

→   Strong consulting partnership

→   Product functionality and performance

# ELENIA DELIVERS INSTANT RECOVERY FOR BUSINESS CONTINUITY WITH RUBRIK

## ELENIA

Elenia is the second largest electricity distribution company in Finland, supplying electric power to a total of 420,000 household, corporate, and community customers in approximately 100 municipalities. The company, headquartered in Tampere, Finland, owns and operates electricity distribution networks that supply electricity to residential, industrial, and public sector customers. As the leader in the smart electricity networks field, Elenia integrates power distribution and data systems into a smart electricity distribution grid to provide real-time information.

To ensure the business continuity, Elenia needed an IT infrastructure that operates at peak performance. "Any downtime directly impacts our business. Rubrik ensures that in the case of a data centre failure, we can instantly recover our systems and keep our business operating continuously. With Rubrik, we can ensure near-zero RTO," said Antti Laakso, IT Specialist.

Due to fragmented management and lengthy restore times with their previous legacy solution, Laakso and team needed a solution that delivered management simplicity at speed. "Prior to Rubrik, we relied on multiple legacy solutions, which was increasingly complex and time-consuming to manage. If the business wanted tight RTOs and RPOs, it would have been tough to meet them. It could take one day to restore a mission-critical system, which negatively impacted our business," Laakso said. "Additionally, there were times when backups failed or we couldn't restore from our backups. It wasn't reliable."

"The electricity distribution industry is subject to regulations throughout Finland requiring systems to be running all the time. Rubrik allows us to meet these standards, delivering high performance and instant recovery in case of a disaster." "It is clear that Rubrik is the best product in the market. Rubrik made backup easy, freeing up our time for innovation and developing an IT infrastructure automation that aligns with our business," said Laakso.



ENERGY DATA
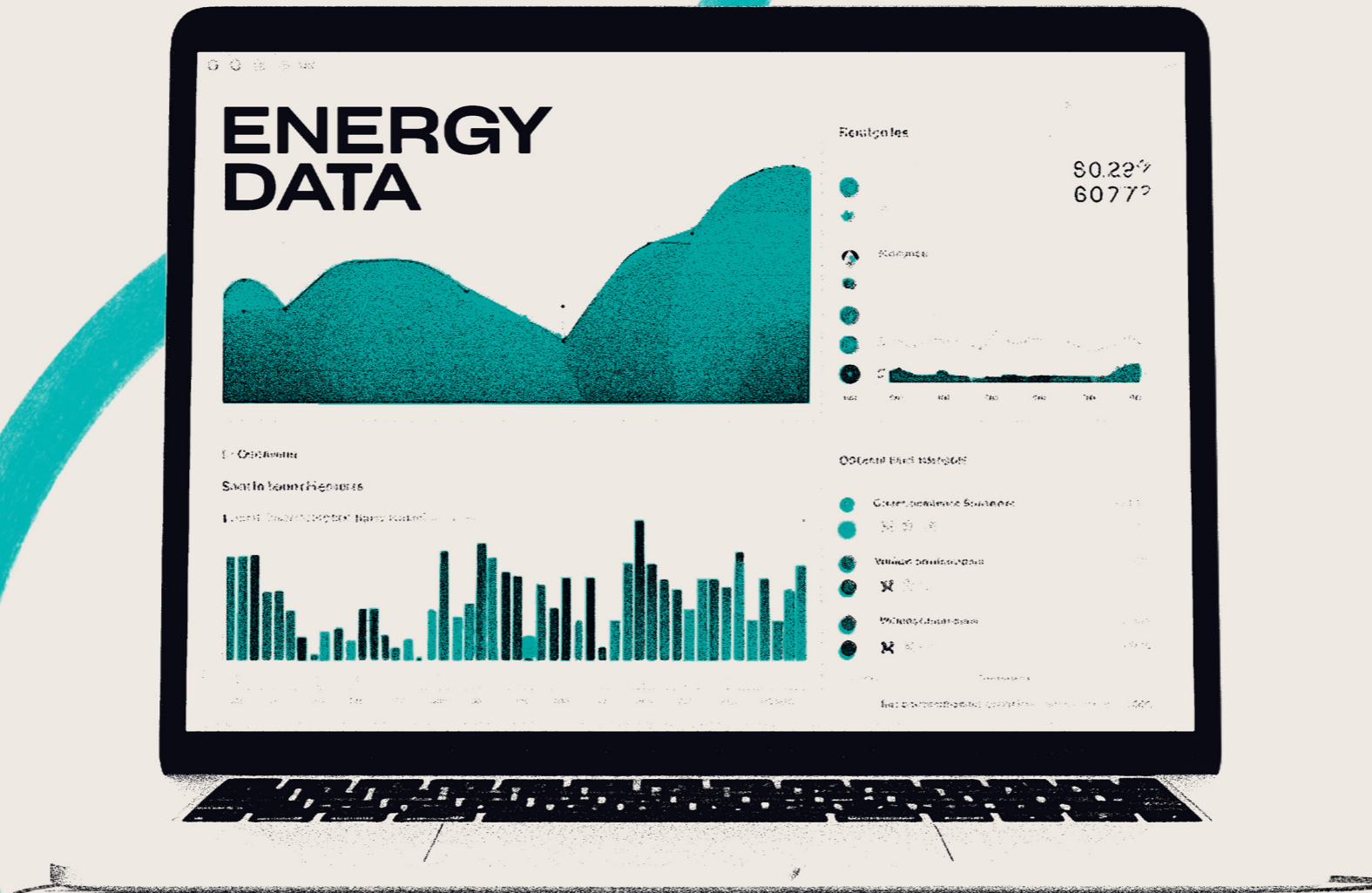
## Results

- **70%** data centre footprint reduction
- **Near-zero** RTO
- Significant daily management **time reduction** (from hours/day to mins/week)

★★★★★

# AMAZING FROM DAY ONE

"Rubrik is the kind of company who understood how to do proper IT. I was amazed by the functionality and performance of the product. Since PoC we are all very satisfied and adoption is immediate. Powerful, feature rich, efficient, in constant evolution with added features. Well done guys, the future is bright, really."

**PROFILE**

**Industry:**
Telecommunication

**Function:**
IT

**Location:**
Europe, Middle East and/or Africa

**Deployment Architecture:**
On-premises

**EVALUATION & CONTRACTING**

**Why did you purchase this product or service?**

→ Cost management

→ Improve compliance & risk management

→ Improve business process agility

→ Drive innovation

**What were the key factors that drove your decision?**

→ Product roadmap and future vision

→ Product functionality and performance

**LEARN MORE**

# RUBRIK HELPS BANE NOR PROTECT NORWAY'S CRITICAL RAILWAY INFRASTRUCTURE

## BANE NOR

Based in Oslo, Norway, Bane NOR is a state-owned company responsible for the national railway infrastructure, including the planning, development, administration, operation and maintenance of the national railway network, traffic management and administration and development of railway property. With 4,400 employees and a ten-person department overseeing Bane NOR's data centres, Bane NOR's mission is to ensure accessible railway infrastructure and efficient and user-friendly services, including the development of hubs and goods terminals. Bane NOR plays a tremendous role in ensuring the train systems in Norway are continuously running, and having reliable technology is key to meeting infrastructure responsibilities and services.

A strong backup solution is a crucial component to keeping the train system running safely, but like many long-standing and large enterprises, their legacy backup solution has grown to take an overwhelming amount of staff time and network bandwidth.

"Our legacy backup solution was complex and used to take about 30 hours to create a full backup. That meant that even when everything was working perfectly, the backup solution was running constantly and taking up a good chunk of processing power," said Kai Storø, Senior Systems Engineer. "The IT infrastructure department had a daily task of logging in to correct errors and failed backups. Our production environment used to be heavily stressed, and we knew we needed to find a better solution to help us out."

The main reason the Bane NOR team chose Rubrik was for simplicity. "Rubrik is a reliable, easy-to-use solution that allows us to create our backups much faster. It enables us to keep train services running effectively and provide much-requested information to customers," said Storø.

After implementing the Rubrik solution, the team found their time significantly liberated for other projects. "With the time we saved on backups, we have been able to reallocate that time and energy towards more strategic projects", said Storø. "We've also explored Rubrik for ransomware protection as the topic is getting more important by the day. We know that if we get hit with ransomware, our backups are safe with Rubrik."

## Results

**75% reduction in TCO**

**Instant recovery** (RTO=minutes vs. days)

Eliminated tape complexity with public cloud

Achieving **resiliency** with CloudOut

## ★★★★★

# RUBRIK SECURITY CLOUD IS A FABULOUS PRODUCT

**Gartner**®
## Peer Insights™

"Appliance Rubrik corresponds in all respects to the problems of current backup and restore. High level of security, easy to use and perfomances."

**PROFILE**

**Industry:**
Healthcare & Biotech

**Function:**
IT

**Location:**
France

**Deployment Architecture:**
On-premises

**EVALUATION & CONTRACTING**

**Why did you purchase this product or service?**

→  Improve compliance & risk management

→  Create internal/operational efficiencies

**What were the key factors that drove your decision?**

→  Strong services expertise

→  Breadth of services

→  Product functionality and performance

**LEARN MORE**

# ERM POWER ADDS 21 DAYS OF PRODUCTIVITY AND ACCELERATES TIME TO MARKET WITH RUBRIK

**ERM**

Headquartered in Brisbane, ERM Power (ERM) is Australia's second-largest provider of electricity for the country's commercial and industrial business sector. The Company has been in business for 30 years and has been publicly listed on the Australian Securities Exchange (ASX) for ten years. ERM has offices in Sydney, Melbourne, and Perth, with power stations in Queensland and Western Australia. David Timms, IT Operations Manager, leads a 7-person team. "ERM is a unique entity in the electricity industry. Our focus is really managing efficiency in power consumption and we've created an energy solution portfolio with a range of products and services that help customers reduce consumption costs and emissions."

"At ERM, customer satisfaction is paramount to our business philosophy," said Timms. "IT is critical to maintaining the level of customer service that differentiates us in the market. Failure to keep our systems online would be extremely detrimental to our company's reputation."

Prior to Rubrik, ERM's IT team was using a legacy disk-based solution. "Our previous solution was unreliable, affecting our ability to perform timely restores. In some cases, tape failures prevented us from restoring at all. "As an organization, we're always striving for simplicity and wanted to find a solution that also reflected this philosophy," said Timms.

ERM has seen tremendous benefits with Rubrik, especially when it comes to accelerating development release cycles for their solutions delivery team. "In evaluating different vendors, we had several IT objectives that were top of mind. We had recently migrated to a hyperconverged infrastructure, so we needed a compatible solution for backups. We also needed a platform that would allow us to transition to the cloud, in addition to helping accelerate development release cycles for our solutions delivery team and supporting their digital transformation. Lastly, we have a continued focus on cybersecurity and wanted to be able to respond to any issues quickly," said Timms. "Rubrik addressed these needs perfectly."

"We also resonated with Rubrik's innovative vision around the future of data management. At ERM, we pride ourselves on our entrepreneurial spirit and taking calculated risks for a greater impact; we prefer to partner with companies like Rubrik who also reflect this ethos," added Timms.

## Results

**88%** management time savings

**21 days** of additional productivity back to the business

Accelerated development release cycles with **90%+** faster restores

**84%** reduction in data centre footprint

★ ★ ★ ★ ★

# THE BEST BACKUP SOLUTION!

**Gartner.**
**Peer Insights**™

"Amazing solution, saved me countless hours of work and gave me peace of mind that backups are happening."

**Industry:**
Finance

**Function:**
Management & Business Consulting

**Location:**
Europe, Middle East, and/or Africa

**Deployment Architecture:**
On-premises

## EVALUATION & CONTRACTING

**Why did you purchase this product or service?**

→   Why did you purchase this product or service?

→   Create internal/operational efficiencies

→   Cost management

**What were the key factors that drove your decision?**

→   What were the key factors that drove your decision?

→   Product functionality and performance

→   Strong services expertise

→   Strong user community

→   Product roadmap and future vision

→   Overall cost

→   Strong services expertise

## LEARN MORE

# KREIS BORKEN (DISTRICT OF BORKEN) REALIZES HIGH PERFORMANCE & CLOUD ADOPTION WITH RUBRIK

**WEST MÜNSTERLAND KREIS BORKEN**

Founded in 1975, Kreis Borken (District of Borken) is a regional authority located in Westmünsterland, North Rhine-Westphalia, Germany. The district shares a 108-kilometer border with the Netherlands and consists of 17 municipalities with 370,000 citizens.
Hans Temme, Head of IT, believes that IT is "100% essential" for the district. The IT team primarily supports 1,100 district office employees, the control center for fire, rescue and security, in addition to several schools. "Our mission is to ensure the security and availability of the data and applications required for our district's operations," said Temme. "We are totally dependent on IT to ensure everything runs smoothly. If our computer systems are down, nothing is getting done."

"Prior to Rubrik, we were using a legacy data management solution with a complex and inflexible infrastructure. It was a high-maintenance system that involved a lot of manual intervention to ensure that all of our data was secure," said Thomas Fleer, System Administrator for Security, Backup and Infrastructure.

"One of the most important factors when considering a new data management solution was its ability to make things easier for the IT staff. With Rubrik, we no longer need a backup expert on our team," said Fleer. "The solution is intuitive and does not require extensive training, meaning that any member of our team can easily do backups and restores. This allows us to spend our time and resources on more important projects," said Fleer. "On top of that, we can easily scale with Rubrik, which was always a problem with our old solution. Our district feels confident that Rubrik will serve all of our data management needs in the future."

"Rubrik has also opened our eyes when it comes to ways our team can work faster and more efficiently," said Fleer. "For example, we are considering exploring the private cloud for long-term retention, which would have been tough to do with our legacy solution. Rubrik's vendor-agnostic and cloud-native approach will make our on-ramp to the cloud even easier."

"As a regional government authority, security and availability of our data is paramount. Rubrik is the whole package and gives us confidence that our data is protected. The solution is so effortless that our team can't imagine using anything else," said Hans Temme, Head of IT.

## Results

- **2x** faster backup performance
- Significant management **time savings**
- Up and running in **less than an hour**
- Easy cloud migration with vendor-agnostic platform

★ ★ ★ ★ ★

# THE MOST PERFECT BACKUP SOLUTION

**Gartner®**

**Peer Insights™**

REVIEW

"This product has surprised me more after I we have used it for a while. It becomes more and more like a perfect solution. It's so well designed from inside out."

## EVALUATION & CONTRACTING

**Why did you purchase this product or service?**

→ Cost management

→ Create internal/operational efficiencies

**What were the key factors that drove your decision?**

→ Strong customer focus

→ Product roadmap and future vision

→ Product functionality and performance

→ Overall cost

→ Strong services expertise

PROFILE

**Industry:**
Healthcare & Biotech

**Function:**
Special Consultant

**Location:**
Norway

**Deployment Architecture:**
Hybrid Cloud & On-premises

**LEARN MORE**

# KERN MEDICAL CENTER DEFENDS AGAINST RANSOMWARE AND MIGRATES TO AZURE WITH RUBRIK

**KernMedical**

Located in Bakersfield, California, Kern Medical Center is a leading Central Valley healthcare organisation with a modern 222-bed public hospital, a comprehensive offering of primary care and specialty clinics, and a large body of highly skilled doctors, nurses, technicians, and other health-care providers. Kern Medical is the only Level II trauma centre in the area and prides itself on providing unparalleled service to patients. Craig Witmer, CTO, is responsible for modernising the organisation's IT infrastructure to enable better patient care.

"We underwent a complete technological refresh and infrastructure upgrade in anticipation of implementing a new EMR (electronic medical record) system. This will allow our clinicians to access data on-demand from their mobile devices, meaning they can serve patients in a more nimble and efficient manner," said Witmer.

"As a healthcare facility, our systems need to be available at all times," said Witmer. "Extended outages can severely impact our ability to provide care to our patients. Cyber attacks, especially in the form of ransomware, are a big problem for the healthcare industry. Protecting our data in the event of an attack is one of the most important functions of our data management system." We are protecting all of our mission-critical applications with Rubrik, including our EMR system, radiology applications, epilepsy monitoring unit, as well as financial and billing systems.

Prior to Rubrik, the organisation employed a tape-based legacy solution that was fraught with hardware issues and required perpetual babysitting. "As a lean IT team, we needed a platform that was easy to use and required little to no maintenance. Immutability to defend against ransomware was also key as healthcare organisations are popular targets for hackers. We also needed a solution that would allow us to future-proof our infrastructure and Rubrik checked all the boxes," said Witmer.

"Rubrik has worked exactly as advertised; the solution enables us to keep on-premises backups without the overhead and complications of a tape-centric system. Some of our records need to be readily available for 25 years; with Rubrik, we've been able to archive our data to Azure with Rubrik's seamless cloud integration," added Witmer.

## Results

- **Near-zero** RTOs
- **90%+** management time savings with Rubrik
- **42 days** of additional productivity back to the orginization
- **Seamless** archival to Microsoft Azure
- **Quick recovery** from ransomware attack