

Protected Trust Delivers Reliable Backup-as-a- Service with Rubrik



RESULTS

- Significant reduction in daily management (from 3 hours/day to a few min/day)
- Instant recovery (RTO=minutes vs. hours to weeks)
- Reduced mean time to resolution for customers
- Resolved application stun effect on SQL databases

THE CHALLENGE

- Legacy backup software solution resulted in failed restores
- Inability to test backups quickly
- RTO took hours, up to weeks

THE SOLUTION

- Backup and recovery for managed service provider
- Global real-time file search for instant RTO

Protected Trust, headquartered in Winter Haven, Florida, delivers secure and simple email encryption, Exchange hosting, secure cloud, and disaster recovery services to its clients operating in all 50 states in the financial, government, health care, insurance, and legal sectors. Privacy and security drive the company's suite of offerings, which comprise a comprehensive approach that protects critical information assets throughout the data lifecycle (from creation and access through transit, storage, and even disposal).

SECURE, RELIABLE BACKUP IMPOSSIBLE WITH LEGACY BACKUP SOFTWARE

Protected Trust offers a backup and disaster recovery site for customers with complete backups, regulatory compliance plans, regular interval testing, remote server recovery, among other managed services. However, using legacy backup software solutions created behind-the-scenes operational challenges for the team. "After data comes in, it's processed, archived, and disposed in a secure manner. That's what Protected Trust does and that's been our philosophy in how we deliver backup-as-a-service. It's been a challenge trying to find an effective solution to execute on this vision. Backup products are fairly complicated and if they fail, it would become an operational nightmare for us," explains Sr. Network Engineer, Mike Leone. "The inability to restore, whether it's testing or for recovery, is the kind of scenario that keeps me up at night."

After a failed VM backup, which could have cost us several thousand dollars, we knew there had to be a better solution. "We evaluated three vendors, including Rubrik. The first two vendors required agents, was built on a legacy architecture, entailed complex licensing and one even required a tape library. Rubrik provided a fresh approach with a sleek, converged infrastructure built to scale-out. The simplicity of management was groundbreaking," recalls Leone.

A MANAGED SERVICE BUSINESS BUILT ON CONVERGED INFRASTRUCTURE

Deploying Rubrik was fast and easy. "Once we racked the appliance, I was able to setup the system within 15 minutes. I entered my vCenter

Server credentials, and Rubrik grabbed all my VMs. I configured my SLA policies, and then selected the VMs to execute these policies. I was protecting all my VMs within an hour.” Protected Trust achieved other benefits, including:

- **Dramatic management time savings with automated policy execution** – “Rubrik offers us the ability to manage backup policies rather than jobs. It’s easy to select VMs, pair them with policies, and be done with it. I used to spend a good 2-3 hours a day to ensure backup jobs were working and manage snapshots manually. Using Rubrik has allowed me to reduce that to a once-a-week process.”
- **Instant RTO delivered by real-time search** – “Our RTO, which used to take a full business day, now takes minutes with the ability to mount our files directly on Rubrik. The ability to instantly search your data in a Google-like fashion means that our restores take only as long as the search. With Rubrik, I can quickly complete recovery testing. I select a VM, restore the VM by doing a live mount on Rubrik, log into the VM to check it’s working, and shut it down.”
- **Reduced mean time to resolution with management simplicity** – “The UI is phenomenally different from any other solution due to its simplicity. As a managed service provider, you’re on the hook for resolving issues from multiple customers. With our previous backup solutions, it’s difficult for any Tier 1 support to understand how to troubleshoot. The simplicity of the solution increases the effectiveness of our support staff. If a customer calls in and needs to restore a file, it’s easy to find the file or VM and restore it quickly. That means we deliver aggressive mean time to resolution and RTOs, helping us improve customer satisfaction overall.”
- **Resolved application stun of highly transactional applications** – “Rubrik was the only solution to help us eliminate the application stun effect on our SQL databases. Because the system can quickly ingest data, we can now take VM-level snapshots of SQL and do these at greater frequencies for more granular recovery.”

Over time, Protected Trust plans to boost its managed services by offering public cloud storage for data archival. Rubrik’s ability to securely utilize public cloud services for long-term data retention helps Protected Trust service its customers operating in heavily regulated industries with stringent security standards.

“I haven’t felt comfortable with any other backup products prior to Rubrik,” says Leone. We’re in the business of making IT not only easy, but secure, for our customers. Rubrik allows us to deliver Protected Trust’s vision of managing data throughout the entire lifecycle from creation to archival and disposal. Using legacy vendors resulted in failed backups and could have caused significant monetary damage. For us, making the investment in Rubrik was more than justified by having the right solution to avert disaster.”

MIKE LEONE | PROTECTED TRUST

DON'T BACKUP. GO FORWARD.

Want to see more? Contact info@rubrik.com for a 15-minute demo. Visit www.rubrik.com and follow [@rubrikInc](https://twitter.com/rubrikInc) on Twitter.