

# Ingenico Achieves 50% OpEx Savings and Streamlines Compliance with Rubrik



## INDUSTRY

Technology

## RESULTS

- 50% OpEx savings
- Significant management time savings
- 4x RPO reduction

## THE CHALLENGE

- Labor-intensive and complex legacy data management solution
- Inability to allow other departments to self-serve
- Lengthy recoveries

## THE SOLUTION

- Single policy engine to automate backup and recovery
- Self-service data management
- Fast recovery

Headquartered in Ratingen, Germany, Ingenico Payment Services GmbH is the global leader in seamless payment, providing smart, trusted and secure solutions to empower commerce across all channels, in-store, online, and mobile. Operating in 170 countries, Ingenico is the trusted world-class partner for more than 95,000 merchants in Germany, ranging from small businesses to several of the world's most iconic brands, including Apple, Google, PayPal and Samsung.

Hans-Jörg Richter, Head of IT Operations, leads a 28-person team processing more than 2 billion transactions each year. "Our slogan is 'seamless payment,' so we need to focus on innovation to stay ahead in the ever-changing world of commerce," said Richter. "IT underpins our electronic payments platform, so we could not survive without it. Our main objectives are maintaining 24/7 availability and prioritizing innovation to develop more value-add services."

## MANAGEMENT COMPLEXITY WITH RESOURCE-INTENSIVE LEGACY ARCHITECTURE

Prior to Rubrik, Ingenico struggled with multiple legacy data management solutions. "With our previous setup, our team had to devote substantial hours to manage and protect our data. Everything took too long to complete. If a backup failed, we had to start over," said Richter. "Our company also operates under an agile transformation process, but unfortunately, it was very time-consuming to keep up with the patching, maintenance, and updates that our previous system required."

"We needed an all-in-one solution that would let us recover quickly and give us more time to spend on innovation instead of troubleshooting backups," said Richter. "We chose Rubrik for its ease of use and the speed at which it allows us to protect and recover our data."

## SELF-SERVICE DATA MANAGEMENT AND STREAMLINED COMPLIANCE WITH RUBRIK

"As an IT team, we want to spend less time on backups and more time on strategic initiatives that will benefit our company. We've utilized Rubrik's REST APIs to provide self-service backups for our developers, reducing the manpower demands on our team," said Richter. "This makes it possible for us to accelerate the delivery of backup and recovery across our organization in the future."

"Compliance is critical for companies in the financial services industry," added Richter. "We need to pass four audits (PCI, Corporate, Data Protection, and Business and Finance) every year. The ability to demonstrate that data is protected and retained in

the correct manner is key to successfully passing these audits. Rubrik's reporting capabilities make it much easier to produce the proof of compliance that we need."

Ingenico Payment Services is using Rubrik to protect over 1 PB of data across its 99% virtualized environment, including virtual machines, SQL databases, Exchange services and physical NAS servers.

Additional benefits include:

- **50% OpEx savings:** "With Rubrik, we've reduced our operating expenses by 50%, which is a big win for our team."
- **Significant management time savings:** "We spend much less time managing our backups compared to our previous solutions. This allows our team to focus on more productive, value-add work."
- **4x RPO reduction:** "With our previous setup, it could take hours to recover our core applications. With Rubrik, these applications can be up and running after 15 minutes, which is a drastic improvement."
- **Plug-and-play:** "The installation was extremely fast and required very little work from our end. This was a breath of fresh air compared to our experiences with our vendors, where installs could take days."
- **Cloud mobility:** "We plan to adopt a hybrid cloud strategy in the future. Rubrik's vendor-agnostic and cloud-native approach will make our on-ramp to the cloud that much easier."



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Rubrik delivers a single platform to manage and protect data in the cloud, at the edge, and on-premises. Enterprises choose Rubrik's Cloud Data Management software to simplify backup and recovery, accelerate cloud adoption, and enable automation at scale. Rubrik's run-anywhere, scale-out architecture is built to empower IT departments today and in the future, reducing total cost of ownership while enabling infrastructure flexibility for a multi-cloud world. For more information, visit [www.rubrik.com](http://www.rubrik.com) and follow [@rubrikinc](https://twitter.com/rubrikinc) on Twitter.

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