



# Index Living Mall Improves Data Protection and Achieves SLA Compliance with Rubrik

## Indexlivingmall

### INDUSTRY

Retail

### RESULTS

- 25% management time savings
- 2x improved backup performance
- 90% faster restores

### THE CHALLENGE

- Complex, labor-intensive legacy solution
- Inability to meet data protection SLAs
- Lengthy restore times

### THE SOLUTION

- Simple and powerful data management solution
- Policy-based management to streamline backup processes
- Instant granular recovery

Index Living Mall (ILM) is a home furnishings and decorative retail chain headquartered in Bangkok, Thailand. The company has been in existence for over 40 years and has developed Thailand's largest network of home goods retail stores. ILM has 30 branches and over 45 furniture centers in Thailand, in addition to a presence in more than 12 countries across the world.

Wisutr Boonchamnan, Vice President of Information Technology, heads the Central IT Department with a 40-person team. "We depend heavily on IT for our company's growth and to manage every aspect of our business," said Boonchamnan. "All of our 9,000 employees depend on IT to some degree; it's not only critical to our day-to-day operations, but also a key component in how our business grows. We use IT to manage every facet of the company, including supply chain, purchasing, inventory, sales and delivery. Protecting our data is vitally important to the continued well-being of our business."

### INABILITY TO MEET SLA COMPLIANCE WITH COMPLICATED LEGACY SOLUTION

Prior to Rubrik, ILM was using a tape-centric legacy solution to protect their valuable data.

"Our legacy solution could not handle the amount of data that we need to backup on a day basis," said Boonchamnan. "We have an eight-hour backup window and could only realistically protect half of our data in a given backup cycle. This led to complexity as we had to split up the backup process in order to execute it over several consecutive days. Without the ability to protect all of our data on a daily basis, we could not meet our SLAs. In addition, we needed a team member to devote substantial time managing our backups and physically moving tapes."

ILM's IT team was on the search for a data management solution that would help improve efficiency across their disparate workflows and make better use of their resources. "We considered many other vendors but, in the end, Rubrik was the only product that met all of our demands," said Boonchamnan. "Rubrik's object-level search capabilities and extensive suite of RESTful APIs for improved automation were critical factors for our team, and it was a perfect fit with our existing Nutanix infrastructure. The ability to set up SLAs and let Rubrik handle the data protection gave it a huge advantage over other solutions on the market."

## STREAMLINED DATA MANAGEMENT AND TIMELY RESTORES WITH RUBRIK

“Rubrik provides us with a single, holistic platform to manage and protect our data,” said Boonchamnan. “After performing the initial full backups to Rubrik, we can easily attain SLA compliance by protecting all of our data on a daily basis. By eliminating tape, we were able to reduce our manpower requirements by around 25%, allowing the team to focus on more critical aspects of our IT environment. Backup reports are sent to the team via email, simplifying the monitoring process, and Rubrik enables auto-backup in the event of failures.”

“Our previous solution was extremely time-consuming when performing restores. The team had to locate the tapes containing the latest backup and a restore could take several days to complete,” said Boonchamnan. “With Rubrik, we have cut that time down to around five minutes. Previously, we had an RPO of one day, expecting data loss. We’ve brought that down to just four hours with an RTO of five minutes. Rubrik’s policy-driven management allows us to archive non-critical data to NAS, saving storage space and reducing costs.”

## CLOUD MOBILITY FOR THE FUTURE

ILM uses Rubrik to manage its 99.9% virtualized environment, including SAP ERP, Microsoft SQL, and various web applications, and is ambitious with their future plans for Rubrik. “In the future, we will use Rubrik to replicate and archive data to the cloud, saving us local storage space and reducing costs. We also plan to migrate applications to the cloud while mitigating risk during this change in architecture. We also intend to leverage Rubrik to strengthen our disaster recovery strategy and implement Rubrik Edge to assist with managing backups across our multiple ROBO locations,” said Boonchamnan.

Benefits include:

- **25% management time savings:** “With Rubrik, we no longer need a full-time employee to manage our backups, which means we can utilize our existing resources more efficiently. Our team now has more time to manage other critical requirements around data and network security.”
- **Live Mount for Test/Dev:** “Rubrik’s Live Mount allows us to craft test environments with our latest production data, making it easy for our teams to work against datasets as close to production as possible while avoiding interference or downtime within our environment.”
- **2x improved backup performance:** “Previously, we could only protect 50% of our data on any given day. We can now protect 100% of our data with Rubrik.”
- **90% faster restores:** “Prior to Rubrik, it could take days to perform a restore. Now, it only takes five minutes.”
- **Plug-and-play:** “Rubrik’s installation was incredibly fast. Our previous solution required multiple weeks to install and configure. With Rubrik, we were up and running within the day.”
- **Improved RTOs/RPOs:** “Previously, our RPO was one day, but with Rubrik, it’s only four hours. Our RTO is now less than five minutes.”
- **60% data center footprint reduction:** “We have reduced our data center footprint from 10U to 4U, resulting in significant hard savings.”
- **World-class customer support:** “Rubrik’s support team can be onsite in two hours if we have an emergency to quickly diagnose and fix the issue.”



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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. As organizations of all sizes adopt cloud-first policies, they rely on Rubrik’s Polaris SaaS platform to unify data for security, governance, and compliance. For more information, visit [www.rubrik.com](http://www.rubrik.com) and follow [@rubrikInc](https://twitter.com/rubrikInc) on Twitter.

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