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Borås Stad Realizes 90% Time Savings and 100 Days of Added Productivity with Rubrik

BORÅS STAD

INDUSTRY
Local Government

PARTNER
Radpoint

RESULTS

- 90%+ management time savings (from 1 FTE to 1 hour/day)
- 100 days of additional productivity back to the organization
- Near-zero RTOs
- Significantly improved backup performance

THE CHALLENGE

- Complex and time-consuming legacy solution
- Lengthy restores

Borås is a city and the seat of Borås Municipality, Västra Götaland County, Sweden. Borås and its surrounding rural areas comprise the municipality known as Borås Stad. The municipality Borås Stad's 45-person IT Department (Data service) serves over 12,000 employees and provides services for 110,000 citizens.

"Every division in our city relies on IT," said Christer Katus, Team Lead, IT Infrastructure. "If we experienced any downtime, critical systems ranging from healthcare services to snow removal to email access for schools would be crippled. Protecting our data is one of our primary concerns and unfortunately, our previous data management solution was not performing at the level we required."

NEARLY 1000 HOURS SPENT ON BACKUPS WITH LEGACY SOLUTION

Borås Stad engaged outside consultants to conduct a review of their backup processes and concluded that their existing systems were highly inefficient. "Not only were we paying a substantial amount for two different solutions, but they also required substantial babysitting and troubleshooting. We had a full-time employee spending close to 1,000 hours per year running backups," said Katus.

"Our disk-based solutions were no longer performing to our expectations," said Thomas Strömberg, IT Infrastructure Specialist. "We experienced a number of issues that caused us to question the security of our data. Additionally, backup windows sometimes extended beyond 24 hours and the solution was unable to handle VMs larger than 1-2 TB. Further, restores were very time-consuming. One particular server crash took over eight hours to resolve, during which time we could not deploy new computers."

"Rubrik's innovative approach to data management was a deciding factor for our team when evaluating new vendors. Their automated SLA policy engine eliminates the need for scheduling backup jobs, leading to increased operational efficiency. We now estimate that we'll be spending 200 hours per year on Rubrik, however, we suspect the actual number will be even lower—Rubrik just works!" said Strömberg.

INCREASED OPERATIONAL EFFICIENCY AND NEAR-ZERO RTOS WITH RUBRIK'S MODERN DATA MANAGEMENT

"After Rubrik, we have completely changed the way our team handles backups," said Katus. "Previously, we had one person dedicated to backups. Rubrik is so intuitive and easy to use that anyone on the team can now perform those duties. This frees our staff to work on more strategic projects overall."

"Security is always a concern for local governments. With Rubrik's end-to-end encryption, we feel confident that our citizens' data is protected," added Strömberg.

Borås Stad is protecting their 90% virtualized environment with Rubrik, including SQL and Oracle. Benefits include:

- **90%+ management time savings (from 1 FTE to 1 hour/day)**: "Previously, we had one full-time person devoted to backups. Now, we're only spending one hour per day managing Rubrik. On top of that, the work is equally distributed amongst our six team members since Rubrik is easy enough for anyone to use."

- **100 days of additional productivity back to the organization**: "Based on our estimates, we have gone from 1000 hours to 200 hours per year spent on backups with Rubrik, resulting in 100 days of added productivity."

- **Near-zero RTOs**: "With Rubrik, we can recover a VM in seconds, whereas our legacy solution could take three hours."

- **Improved backup performance**: "Previously, backups could extend past the 24-hour window. It only took 10 hours for Rubrik to perform its first full backup and subsequent backups run quickly and smoothly."

- **Fast installation**: "We were extremely impressed with the speed of Rubrik's installation. We're used to installs taking weeks, not a few hours!"

- **World-class support**: "Our team was pleasantly surprised by Rubrik's commitment to customer success. Their support team is the best we've ever encountered from a vendor and our questions get resolved in minutes."