



# The CSI Companies Realizes \$13,000,000 in Potential Revenue Savings and 32 Days of Added Productivity with Rubrik



**The CSI Companies**

## INDUSTRY

Professional Services

## RESULTS

- 80%+ management time savings, resulting in 32 days of additional productivity back to the business
- 13 million dollars in potential revenue savings in case of downtime
- 50% cost savings with Microsoft Azure integration
- 66% avg. faster ticket response times
- Near-zero RTOs

## THE CHALLENGE

- Complex and time-consuming legacy solution
- Lengthy RTO (90 hours for full environment restore)

## BUSINESS TRANSFORMATION

With Rubrik's fast recovery, CSI can avoid 13 million dollars of revenue losses from downtime. The IT team also significantly increased operational efficiency, gaining 32 days per year of added productivity. Additionally, CSI saw 50% cost savings with Rubrik's seamless integration with Azure.

The CSI Companies (CSI) is a national full-service staffing and consulting firm based in Jacksonville, Florida. In 2010, The CSI Companies became a part of Recruit Global Staffing, active in Asia, Europe, North America and Oceania. Recruit Global Staffing is a leading global HR service provider, part of Recruit Holdings Co., Ltd.. Since 2013, The CSI Companies has ranked in the top one percent of staffing firms for client and contractor service levels. CSI provides staffing services for a wide range of industries, including technology, financial services, and healthcare IT.

Matt Greaves, Director of IT, manages a team that supports hundreds of internal employees and, depending on the season, hundreds to thousands of consultants in the field. "Our job as an IT team is to help facilitate the business, which includes automating manual processes with the best technology. We also support critical systems like time and attendance tracking and payroll," said Greaves. "Downtime could potentially result in people not getting paid, and we strive to do everything we can to prevent this from happening. Rubrik helps us ensure the maximum amount of business uptime."

## LENGTHY RECOVERY TIMES WITH LEGACY DATA MANAGEMENT SOLUTION

Prior to Rubrik, Greaves and team were deeply frustrated with their previous solution. "With our old solution, there were far too many variables; we needed our own storage, our own switches, our own compute. We were spending far too much time scheduling jobs and figuring out optimal backup windows, not to mention dealing with backup failures," said Greaves.

During their search for new vendors, Greaves decided to calculate the RTO of a full environment restore with their legacy solution. "Based on our calculations, it would have taken 90 hours to completely restore our environment, which is equivalent to 14 million dollars of lost revenue. On top of that, there would be the potential knock-on effects of being unable to invoice or collect payment. The level of security and comfort we have now with Rubrik's modern data management solution is priceless," said Greaves.

CSI is using Rubrik to protect their 100% virtualized environment, including Windows and SQL. Benefits include:

- **80%+ management time savings:** "Our team previously spent an average of 6 hours per week managing our legacy solution. With Rubrik, we can be hands-off and only check the solution if there's an alert. This means we only spend an hour checking Rubrik per week, which equates to 32 days per year of added

productivity back to the business. We are able to devote that time instead to infrastructure and security enhancements.”

- **13 million dollars in potential revenue savings in case of downtime:** “Previously, it would have taken 90 hours for a full environment restore. With Rubrik, our RTO is down to less than 5 hours, which means over 13 million dollars in potential revenue savings in case of downtime.”
- **50% cost savings with Microsoft Azure:** “Previously, we had to utilize a third-party solution to allow us to store data in the cloud for long-term retention. Now, we no longer have to use a third-party solution and replicating offsite is 50% cheaper with Rubrik’s seamless integration with Azure. Setting retention policies couldn’t be easier.”

- **66% average faster ticket response times:** “With Rubrik’s management simplicity, we have more time to spend monitoring our IT helpdesk. Previously, it could take us anywhere from 45 min to 1 hour to respond to a ticket. Now, our response times have been reduced to between 5 to 30 minutes.”
- **Near-zero RTOs:** “We can recover SQL databases in 5 minutes with Live Mount. With our legacy solution, it could take up to 2 hours. This allows our DBAs to make changes without affecting production. Rubrik’s Google-like search also allows us to find folders in minutes.”



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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.