



# Chronopost chooses Rubrik to optimize real-time parcel tracking



## INDUSTRY

Delivery Services

## RESULTS

- Significant management time savings
- Simplified DR strategy
- Cost savings with automated archival to external storage

## THE CHALLENGE

- Enable disaster recovery compatible with business (operational) requirements
- Anticipate future volume expansion needs (scalability) and expensive long-term archiving on third parties for storage
- Provide a unified solution for data center and remote site protection
- Anticipate backup needs for cloud environments

## PARTNER

Scasicomp

## BUSINESS TRANSFORMATION

With Rubrik's ability to instantly recover virtual machines, Chronopost's IT team is able to guarantee its customers and partners the nearly-permanent availability of its virtualized applications. This strengthens the operational efficiency of its supply chain (pickups and deliveries) in line with the organization's global IT strategy.

The leading national player in the express delivery of parcels weighing up to 30 kg for companies and individuals, Chronopost relies on a network of more than 100 sites in France and the French overseas departments, including 12 hubs and 19,500 local points (post offices and pickup relays). The company distributed over 170 million packages in 2018. Chronopost serves 230 countries worldwide and has privileged access to DPDgroup's European Pickup relay network.

Robert Radu, IT Infrastructure Manager at Chronopost, manages a team in charge of proposing technical solutions in line with the company's business challenges, which includes approximately 350 employees responsible for ensuring seamless delivery of up to a million packages a day.

"Our core business, parcel shipping and logistics, is very intertwined with the technology that tracks our packages, estimates delivery times, and ensures that we collaborate with our partners efficiently in international markets. In this sense, we absolutely view ourselves as a technology company," said Radu. "Much of our recent success has come after recognizing that we needed to refresh our infrastructure in order to sustain innovation. In order to differentiate our customer services, we need to ensure that our systems are always available and that we can manage high volumes of data efficiently."

Since Chronopost manages their entire infrastructure on-premises, Robert emphasized the need for a data management solution that would be easy to use and require little to no setup time. "We first heard about Rubrik through our partner, Scasicomp, who made a great effort to understand our unique needs and architecture. With Rubrik, we were able to purchase a solution that made the most sense for our business," said Radu.

## KEEPING PARCELS ON TRACK WITH HIGH-PERFORMANCE BACKUP AND RECOVERY

The most critical Chronopost applications are the customer and partner interface tools running on PostgreSQL, Oracle and SAP Sybase virtualized databases. "We provide our customers with applications that allow them to track their packages in near-real time, which is critical for letting them know when and where to be for pickups. We also have our corporate website, which we conduct a tremendous amount of business through. If any of our IT systems went down, people going online would be completely unable to ship or track any packages; this would be catastrophic for our business and our customers."

With their legacy solution, Chronopost's biggest concerns were the ability to recover their data quickly while also scaling in line with growth. "Some of our backups would take over 24 hours. When we looked at solutions available on the

market, the main criteria for me—and the reason I championed Rubrik—was the level of performance delivered at scale. Rubrik’s performance has been an absolute game changer for us. We don’t worry about backup windows anymore, and best of all, we’re confident in our ability to restore our databases and VMs in seconds or minutes. This ensures that we don’t miss out on any potential clients and that we always know where each of our packages are,” said Radu.

## EXTENDING PROTECTION AND FAST DATA RECOVERY TO THE EDGE

The success of Chronopost’s operations relies heavily on the ability to route packages to the correct sorting facilities and distribution centers. “Our plan for this year and next is to deploy Rubrik Edge at our sorting facilities and small agencies around France. With Rubrik, we will be able to guarantee the same level of availability as for the central sites.,” said Radu.

## A SINGLE SOFTWARE SOLUTION ACROSS VMS AND DATABASES

Chronopost’s environment is 80% virtualized on VMware vSphere ESXi. The remaining 20% is comprised of distributed systems running in a non-virtualized context (Hadoop, Cassandra clusters, etc.) Across production systems, they also use Pure Storage FlashBlade for primary storage.

- **Significant management time savings:** “Since we manage everything ourselves in our private cloud, it is critical that we use tools that are both powerful and simple. Rubrik’s policy-based simplicity has saved a ton of time for my team and freed us up for other projects.”
- **Near-zero RTOs:** “Rubrik’s tight integration with VMware is also very critical for us. We run almost all of our production applications on vSphere, so recovering any of our applications in seconds with one click gives us tremendous peace of mind.”
- **Significant reduction in backup windows:** “Our backup admins used to have a tough time dealing with backup windows that lasted over 24 hours. With Rubrik, we meet our most aggressive SLAs and now have many more recovery points to choose from.”
- **Seamless integration with Pure Storage:** “Rubrik’s solid integrations with Pure Storage give us peace of mind that we’ll be able to protect our FlashBlade just as we do our other environments.”
- **66% reduction in data center footprint of the backup solution:** “With Rubrik, we have reduced the data center footprint of the backup used by about two-thirds. We’ve consolidated an environment that used to be comprised of many disparate tools into a single scale-out software in both of our data centers.”
- **Unified management:** “Having a consistent framework for our teams to use across central and distributed sites allows for standardizing performance and protection policies.”



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