

CASE STUDY: INDUSTRIAL MANUFACTURING

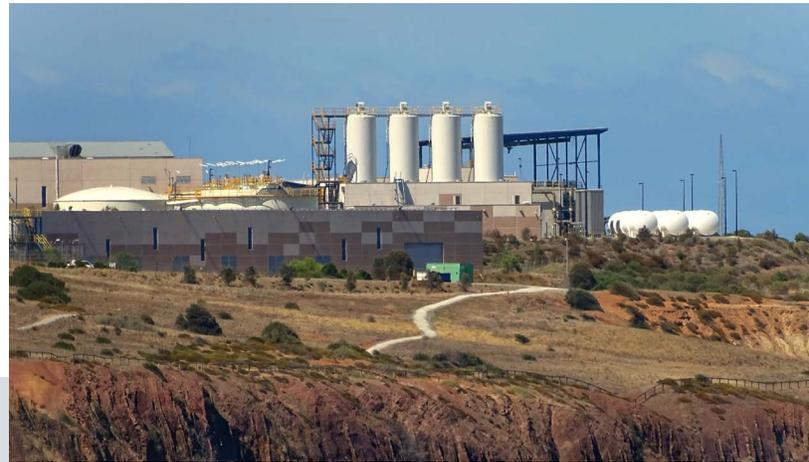
AN INDUSTRIAL MANUFACTURER REPLACES MANUAL BACKUP WITH AN AUTOMATED, ENTERPRISE-GRADE SOLUTION

When a multinational manufacturer of industrial products first came to IPR over ten years ago, their top priority was replacing a set of internal backup processes with an enterprise grade data backup solution. Previously, this organization relied on IT personnel staffed at each of its many sites to execute data backups at the end of every workday. Like any entirely manual process, it carried a high degree of risk due to human error. A team member may fail to execute the backup. Someone might call in sick and fail to remind their replacement to complete the backup. The team member in charge of backup may find themselves distracted by another crisis.

Eventually, an internal risk assessment confirmed there was an unacceptable level of risk related to data backups due to this ad hoc system. The business runs on IT, and data loss or even a few moments of downtime would bring assembly lines to a grinding halt. Product would be delayed going to market, which meant potential damage to relationships with distributors. This, in turn, would lead to declining profitability in the short term and a more negative reputation in the long term. Put another way: with this backup solution, RTOs and RPOs were not at an acceptable level for this business to remain competitive.

“When a business depends on IT, an enterprise grade backup solution is absolutely critical,” said IPR Secure’s Vice President of Client Relationships. *“Relying on individual team members to execute backups often led to breakdowns and data loss that had costly implications for this business. To address this challenge, IT leadership came to IPR to design a reliable, enterprise-grade backup solution that would significantly reduce their risk.”*

Additionally, this mid-sized manufacturer’s needs were complicated by another factor: geography. Many of this firm’s plants were located at remote sites not easily accessed by transport and lacking in basic internet connectivity common at other sites. A new backup solution would only be successful if it had reliable connectivity.



FIRST CONNECTIVITY, THEN BACKUP

At the beginning of the engagement with this client, IPR facilitated a discovery session to understand its unique needs. This collaborative working session enabled IPR to learn about the unique nuances of the IT and data backup challenges. After the session, IPR delivered a proposal for a comprehensive, enterprise-grade managed backup

solution that would enable the manufacturer to bring its RTOs and RPOs to an acceptable level. The proposal was accepted and IPR immediately began implementing the solution.

The first step was to establish dish-to-dish Internet at each of the business’s remote locations. This connectivity solu-

tion transformed what were once remote, inaccessible sites with poor or absent connectivity into enterprise-grade IT centers capable of transmitting critical data to secure off-site data centers. With connectivity in place, IPR began implementing a true enterprise backup solution.

"After working with this client to gain a thorough understanding of their unique needs, we developed a reliable, automated, enterprise-grade backup strategy," said IPR Secure. "Within a few weeks, IPR had successfully implemented backup across eight North American sites, including those in remote

locations. This fully automated solution has been fully managed by IPR from the start enabling the company to eliminate the need for their own IT staff to manage backups while also bringing their RTOs and RPOs up to an acceptable level."

This organization's backup strategy leverages Data Guardian to transmit data to IPR where it is stored in IPR Secure's Tier 3 data centers in Reading, Pennsylvania and Wilmington, Delaware.

KEEPING MANUFACTURING OPERATIONS ONLINE

The primary benefit of this enterprise solution is that it reduces the risk that IPR's client had from its earlier backup protocols. Not long after this facility's Data Guardian solution was implemented, the company suffered a server failure and came to IPR to recover and rebuild their localized data environments. Because of the enterprise-grade data management solution IPR had put into place, IPR was able to quickly recover and deliver their data.

Another key benefit experienced by the client, is that IPR has continued to advance their capabilities and improve their IT environment. In the years since this firm first engaged IPR for comprehensive data management, technology has advanced and standards for what is considered an acceptable RTO have accelerated. Where it once may have been considered acceptable to recover lost data in days or even weeks, today's RTO is much closer to hours or even minutes.

"Today, servers are faster, processing power has increased, storage needs have increased, and the demands placed on IT systems have also increased," said IPR Secure. "As technology has advanced, so has the solution we deliver for this customer."

IPR Secure is proud to have secured and protected this company's data for the last decade as it has advanced its IT environment and grown its business. The company can now recover to an operational state as soon as possible after an interruption—and IPR looks forward to continuing to serve this customer for many years to come.

