

Stefanini safeguards business continuity across EMEA with Arcserve



CLIENT PROFILE

Industry: IT Services
Company: Stefanini
Employees: 22,000



Stefanini is a global IT services and application development company headquartered in São Paulo, Brazil. It has 22,000 employees and serves customers in more than 40 countries.

PROBLEM

With data volumes growing all the time, the company needed a backup solution with the capacity to protect data across its EMEA offices and safeguard productivity and revenues. It also needed to comply with regulatory standards.

SOLUTION

Arcserve Appliance 7600v backs up 30 terabytes of data from the company's virtual server estate, which is then deduplicated to 13 terabytes and copied to tape for an additional layer of protection.

RESULTS

Stefanini now has a robust and reliable backup solution that is simple to manage and scalable to accommodate future growth. As well as safeguarding data and operations, the solution also simplifies compliance.



THE PROBLEM

Protecting a growing volume of data

Stefanini is responsible not just for its own data, but for safeguarding client data as well. Edgar Hennes, Senior System Administrator for Stefanini explains, “We must ensure data is always available for our own operations as well as for many of our clients. Any downtime would impact productivity and cost us money, as well as risk affecting the service we deliver to our clients.”

The company’s previous backup solution ran on Stefanini’s hardware, which meant it required additional work to integrate the systems and keep them running smoothly. “Using software and hardware from different vendors also made support more complex, as we’d often have to involve people from each company when we had an issue,” adds Hennes.

As data volumes across EMEA grew, the company needed a backup system with scalable capacity as well as encryption capabilities to comply with regulations. With its previous product due to be refreshed, the company took the opportunity to look for a comprehensive solution from a single vendor.

THE SOLUTION

Plug-in-and-go capability

After evaluating a number of products on the market, Stefanini implemented Arcserve Appliance 7600v in its EMEA datacenter. “Arcserve Appliance stood out as the best solution for our needs. Highly automated and combining hardware and software, it comes as a single system that we could plug in, configure and go. It was also very competitively priced,” explains Hennes.



Arcserve gives us confidence that data backups are taken care of; it’s much less prone to errors than our previous solution, and performs better.

– **Edgar Hennes**, Senior System Administrator



As well as offering high storage capacity, the appliance runs Microsoft Hyper V to enable Stefanini to create backup virtual machines in the event of a disaster. Arcserve Support Services helped the company to implement the solution and deploy subsequent software updates.



Arcserve Appliance currently takes daily incremental backups, as well as full backups each week and every month. Thirty terabytes of data from Stefanini's 160-plus servers is deduplicated to just 13 terabytes of data storage and backed up directly to the appliance. The IT team then takes an additional tape backup to store offsite for an added layer of protection.

"Automation and high levels of reliability mean that backup processes and data recovery take significantly less time than our previous solution," comments Hennes.

THE RESULTS

Ensuring business continuity

With Arcserve Appliance, the vital data underpinning all of Stefanini's business activities is reliably backed up and protected. For example, Stefanini can be sure that its call centre will be able to continue to offer high quality customer service, even in the event of an incident.

As well as ensuring continuity of Stefanini's own operations, the solution also safeguards data for the company's managed services clients. "Arcserve's solution plays a vital role in helping us maintain the high levels of service our customers expect from us," confirms Hennes.

The easy-to-manage solution has also freed up staff in the IT department, who can spend less time handling backups and instead focus on other value-add activities.

The solution also helps Stefanini:

- Reduce costs
- Comply with regulatory requirements.

"With Arcserve Appliance, we can ensure business continuity and high quality service, which is vital for customer retention and future growth," concludes Hennes.

For more information on Arcserve, **please visit arcserve.com**