arcserve®

Jana Marine reduces the cost of protecting its fleet with Arcserve UDP Cloud Direct

CLIENT PROFILE

INDUSTRY: Marine services

COMPANY: Jana Marine Service Company LLC

EMPLOYEES: 700-plus

Jana Marine, a subcontractor of Aramco, provides high quality marine services to many offshore oil and gas companies. Its fleet of 18 vessels deploy specialized equipment to sites across the Arabian Sea.

PROBLEM

The company needed to protect business data at its head office, aboard its fleet, and at other offsite locations. However, accessing ships and remote locations to conduct backups was time-consuming, expensive and risky.

SOLUTION

Jana Marine backs up the data at its head office with Arcserve Appliance, while its fleet and other locations are protected remotely using Arcserve UDP Cloud Direct.

RESULTS

The Arcserve solutions have reduced the risk of data loss while enabling Jana Marine to achieve significant cost savings. Without having to make weekly trips to each vessel to make backups, the IT team is free to focus on more innovative projects.

THE PROBLEM   Keeping data safe in low-connectivity environments

To ensure its vessels are safe and seaworthy, Jana Marine has to store critical maintenance data onboard. Any data loss means that maintenance checks have to be re-done, causing delays to services as vessels must be resent to a maintenance company outside of Saudi Arabia, which results in loss of business.

"To safeguard business continuity, we must have reliable backup at our head office, aboard our fleet of ships and at other remote locations," says Mr. Salem Omran, IT Supervisor at Jana Marine.

With poor connectivity at sea, however, backups had to be completed manually. Without the necessary IT skills onboard, a member of the IT team would manage backups by travelling by boat to every ship to take a backup every week. With each trip taking up to two days, this approach was time-consuming for the company's IT staff, as well as costly. "We needed to unify our disparate IT environment with a single, centralized solution that could manage backups remotely," said Mr. Omran.

arcserve®

THE SOLUTION — A flexible backup plan for head office and remote locations

Impressed with the solutions' on-site and cloud capabilities, Jana Marine deployed the Arcserve UDP 8200 Appliance and Arcserve UDP Cloud Direct. "Arcserve is the best solution I've seen, it perfectly suits our specialist needs," confirms Khalid Almudarra, Senior System Administrator. "We're using the Arcserve UDP Appliance to protect our head office servers, workstations and Office 365 data, and Arcserve's cloud-based solution for our vessels and other remote locations."

> Arcserve is the best solution I've seen, it perfectly suits our specialist needs.
>
> *– Khalid Almudarra, Senior System Administrator*

At head office, the team takes an image-based backup using Arcserve Appliance to protect Jana Marine's key systems and data, including its ERP and SQL servers, and custom applications. "Client or desktop data can quickly be restored in the event of any data loss using the solution's bare metal restore functionality," adds Mr. Omran.

The company is also currently working with Arcserve to develop a disaster recovery plan. "We want to have real time replication from our main-site for servers and backup for an added layer of protection, and the Arcserve team is helping us design and deploy a solution that will enable us to do this," Mr Omran explains

Cloud backups for areas of low-connectivity

With Arcserve UDP Cloud Direct, Jana Marine can also backup files, folders and SQL servers from vessels and four other remote locations with minimal manual effort and without the need of any additional hardware on each vessel.

Using the cloud console, the team can manage backups remotely without having to sail out to each vessel. The scheduled backups happen as and when the ships have the connectivity to complete the process, pausing if the connection is lost. In the event of an incident, critical maintenance data can now be recovered within an hour.

THE RESULTS — Significant savings on cost and time

With the Arcserve solutions, Jana Marine can manage data backups for its entire IT estate from a single console. "Arcserve helps us optimize our time in the IT team – we have one person managing backups instead of six, and I don't have to hire a new person for each of our sites," says Mr. Omran.

But that's not the only way the company is making significant cost savings – without the risk of maintenance data being lost, Jana Marine doesn't have to duplicate maintenance work to ensure it can run its fleet.

With centralized backup and recovery, the company is able to:

→ SAFEGUARD BUSINESS CONTINUITY
→ REDUCE RISKS
→ ENSURE COMPLIANCE

"As a subcontractor to Aramco, we need to be able to demonstrate that we have a solid backup and disaster recovery plan, and with Arcserve we can do just that," explains Mr. Omran. "It also helps improve our competitive advantage and attract other prospective customers."

> At Jana Marine, we're working to digitalize our company in line with Saudi Vision 2030; and with Arcserve, we're starting that journey by protecting data for our fleet of vessels.
>
> *– Mohammed AlSubaie, CEO*

Mr. Mohammed AlSubaie, CEO of Jana Marine, adds: "The Kingdom of Saudi Arabia is blessed with many rich assets. Our geographic, cultural, social, demographic and economic advantages have enabled us to take a leading position in the world. A target of Saudi Vision 2030 is greater participation in the economy by the private sector; and an emphasis on working together to improve processes and enhance capabilities. Jana Marine's innovation is leading the way for disaster recovery and backup across other fleets in the Aramco family and beyond."

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