> TyloHelo safeguards its global supply chain with Arcserve UDP Virtual Standby

CLIENT PROFILE

Industry: Manufacturing
Company: TyloHelo Group
Employees: 350-plus
Revenue: €70 million

BUSINESS

TyloHelo Group develops, manufactures and markets saunas and steam rooms. With manufacturing plants in Sweden, Finland, Germany and the US, it aims to be the world leader in its market.

CHALLENGE

With employees across the globe dependent on the group's centralised IT systems in Sweden, TyloHelo must ensure that data is available around-the-clock.

SOLUTION

Arcserve UDP Virtual Standby protects critical business systems across 40 servers, including enterprise resource planning data that supports TyloHelo's manufacturing processes.

BENEFIT

TyloHelo can now recover its critical systems in less than two hours. This safeguards customer services, employee productivity and the company's supply chain while also meeting auditing requirements.

BUSINESS

Turning up the heat on the sauna business

TyloHelo Group is a world-leading manufacturer of saunas and steam rooms for homes, hotels and spas across the globe. The group has five main brands: Helo, Tylo, Kastor, Finnleo and Amerec.

Headquartered in Halmstad, Sweden, the group has two manufacturing plants in Finland, one in Sweden, one in Germany and two in the US as well as offices in the UK. It works with a network of distributors in 89 countries to market and sell its products, which include wood-burning and electrical heaters and controllers, steam generators, sauna and steam rooms, steam suites, infrared cabins and accessories.

The group's strategic objective is to be the leading sauna and steam bath specialist worldwide. Its financial goals are to increase operating profits and achieve organic growth of at least 10 percent year-on-year.

CHALLENGE

Ensuring continuous data availability for global operations

The group's IT systems are based and managed at its head office in Halmstad, which means a server outage could impact operations as far afield as Minneapolis or Seattle.

Emil Tambolas, CIO at TyloHelo Group, comments, "Employees across the globe need round-the-clock access to our systems and data. With a nine-hour time difference between our sites in Finland and those in the US, IT is a 24-hour operation."

With the continuity of manufacturing processes at stake, TyloHelo can't afford for data to be unavailable, with the company's enterprise resource planning platform particularly crucial to the supply chain.

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Emil Tambolas | CIO

"An outage of our ERP system could potentially stall both sales and manufacturing processes, which would affect our productivity as well as profitability," comments Tambolas.

To safeguard business continuity and customer service, TyloHelo must ensure that its data and core systems can be rapidly recovered and restored.

SOLUTION

No-sweat data protection

To safeguard business continuity, TyloHelo has been using Arcserve UDP Virtual Standby for more than 10 years. The Arcserve solution protects all key business data including email, ERP systems, file servers and the company's development environment.

Tambolas comments, "Arcserve UDP Virtual Standby provides cost-effective out-of-the-box backup and recovery capabilities. The solution protects around four terabytes of data for TyloHelo across 40 servers, 95 percent of which are virtualised."

In addition to full weekly backups, the solution automatically runs daily incremental backups, which means that, in the event of data loss or corruption, TyloHelo's systems can simply be wound back to before the incident.

To simplify management, Arcserve UDP is integrated with monitoring systems to provide automated alerts to backup failures or problems. "The solution is very easy to manage on a day-to-day basis," explains Tambolas. "As everything is automated, we only need to take action if we receive an alert to an issue, and even then they are usually very easy to fix."

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Emil Tambolas | CIO

BENEFIT

Safeguarding the global supply chain

Arcserve UDP Virtual Standby provides TyloHelo with the solid data protection foundations it needs to safeguard business and supply chain continuity around the world.

Although the company has never had to deal with a major disaster recovery incident, it runs quarterly simulations to prove its solutions and strategy are effective.

"In the event of a major server outage, we will be able to recover critical systems within an hour or two," affirms Tambolas. "We frequently restore single files, if, for example, an employee accidentally deletes something, which takes just a few seconds."

With Arcserve UDP Virtual Standby, TyloHelo is able to:

- Prevent disruption to customer services and employee productivity
- Safeguard manufacturing processes across global sites
- Meet international auditor requirements for data protection.

"Thanks to the Arcserve solution, we can focus our efforts on manufacturing saunas and steam rooms and meeting our growth targets," concludes Tambolas.

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