



Veritas Backup Exec™ automates and secures backups to Amazon cloud storage

OVERVIEW

Trimono Jumpstarts Confidence in Data Protection Processes with Backup Exec and Amazon Web Services

Electrical infrastructure is a crucial component of any large commercial construction project, such as a shopping mall or supermarket. Portuguese firm Trimono LDA provides the electrical expertise these jobs require. Until recently, however, the company's data protection processes were cumbersome and inefficient. Trimono worked with Veritas™ and Amazon Web Services to improve the efficiency of backup and recovery, and to accelerate data restores in the event of a disaster.

MANUAL BACKUPS OPEN DOOR FOR IMPROVEMENT

A midsize company by Portuguese standards, Trimono specializes not only in commercial electrical installations, but also in networking and safety equipment such as IP video surveillance systems. In addition, the company sets up automation technologies for many of its clients. For example, Trimono automates heating, ventilation, and air conditioning (HVAC) and environmental units, alarm systems, and even automated operation of ovens. Trimono engineers also program automated lighting systems to account for natural sunlight for energy savings.

"We started as an electrical installation company, but we've grown quickly," says Miguel Prudente, Trimono's IT director. "After a KNX certification, we've branched out to domotics [home automation] and building automation, so we now can install all types of automation in commercial retail projects."

Despite Trimono's technical expertise, its data protection environment had room for improvement. The company needs to protect data and applications on five VMware ESXi hosts and two physical servers, one of which hosts Microsoft Exchange and Active Directory and serves as the company's primary file server.



ORGANIZATION PROFILE

Website: trimono.pt

Industry: Construction

Headquarters: Odivelas, Portugal

Employees: approx. 50

KEY CHALLENGES

Trimono used two different backup solutions for its seven systems. It achieved offsite disaster recovery for only one, though, in a process that involved physical transport of USB drives. RPO was one week, and RTO was multiple hours.

SOLUTION

The company expanded its deployment of Veritas Backup Exec™ to encompass the mixed virtual and physical environment, and established automated and secure offsite backups to Amazon cloud storage using the Backup Exec cloud connector.

BENEFITS

- Recovery point objective (RPO) from offsite copies for email and file server reduced by 86%, from 1 week to 1 day
- Offsite disaster recovery enabled for application systems
- Recovery time objective (RTO) from offsite copies reduced from hours to minutes
- 96 hours/year reclaimed for IT director
- Confidence in data recovery, due to proven reliability of solutions

In the original environment, Trimono used Veritas Backup Exec™ to back up the email and file server to a local network-attached storage device once a week. For disaster recovery on this server, Prudente physically moved storage media offsite. “At first, we used tape backup, then we moved to external USB hard drives,” he says. “I would physically connect the USB storage, run the backup, then take the USB drive to an offsite location. This took me away from other, more valuable activities.”

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*Miguel Prudente
IT Director, Trimono LDA*

If Trimono ever needed to recover data, Prudente would have to physically retrieve USB drives from the offsite storage before commencing the data restore. “We never had a disaster, but our testing indicated recovery would take us two to three hours,” Prudente says.

With a recovery time objective (RTO) measured in hours and a recovery point objective (RPO) of one week, the email and file server might have caused serious problems in a disaster. Worse, the company’s other servers used a different solution for local backups—adding to the inefficiency of IT management—and they had no offsite disaster recovery solution at all.

DISASTER RECOVERY AUTOMATION FOR MORE EFFICIENT MANAGEMENT

To improve disaster recovery efficiency for its email and file server, Trimono decided to move to the cloud. “Amazon has a reliable service that we wanted to use for our secondary backups,” Prudente says. “We tried a different cloud provider, but its systems sometimes went down. In our experience, Amazon S3 has always been available.”

Trimono also experimented with a third-party backup solution. The product appeared as a virtual hard drive on Trimono’s network; everything placed on that drive was automatically copied to Amazon S3. The solution worked as advertised, but Prudente saw the transition to cloud-based backup as an opportunity to optimize efficiency.

“From a management standpoint, adding another backup solution did not make sense,” he says. “We were already using two products, and I preferred to have just one integrated solution companywide so that I would not have to monitor multiple backup systems and keep track of multiple licenses.”

Trimono reconfigured its backup environment to use Backup Exec with native cloud connectors to Amazon S3 storage. “It is faster than the third-party solution, and it is much easier,” Prudente reports. “I just installed the software on the server, and it was ready to go.” In fact, the company was so pleased that when the time came to renew licensing for the other on-premises backup solution, Trimono consolidated all its servers onto Backup Exec.

RPO FALLS FROM ONE WEEK TO ONE DAY

Now, Prudente manages Trimono’s data protection through a single pane of glass. Backup Exec automatically backs up all the company’s servers—both physical and virtual—to the on-premises network-attached storage. Then it automatically duplicates the same backup to Amazon S3.

“Managing everything from one dashboard, and having Backup Exec automatically send backups to Amazon S3, has made a tremendous difference in both the efficiency and effectiveness of our data protection and disaster recovery,” Prudente says. “I’m saving a significant amount of time every week because I no longer have to physically move around storage media. Now I just view an email notification that tells me everything has gone smoothly with our latest backup.” Prudente estimates that the companywide transition to Backup Exec and Amazon S3 is enabling him to reclaim about 96 hours a year for more value-added activities.



These improvements in process efficiency have enabled Trimono to increase the frequency of backups, dramatically reducing RPO. “Rather than running backups once a week, we now run them every night,” Prudente says. “If we have a need for disaster recovery, at most we would lose 24 hours of data, max, whereas previously we might lose a week’s worth of data on the Exchange server, and we would potentially lose everything on the application servers.”

The company stores six weeks’ worth of backups on the local storage device and two weeks’ worth in the Amazon cloud. It has not yet faced a situation in which it needed to restore data from Amazon S3. However, test restores indicate that disaster recovery would be much faster with this solution.

“We have reduced our recovery point from seven days to one day,” Prudente says. “At the same time, we have reduced our recovery time for a handful of test files from multiple hours to about five minutes. We are fortunate that we have not faced a disaster situation, but I am confident that we would be able to respond much more quickly if necessary.”

The solution has been so successful that Trimono has begun to migrate other areas of its business to Amazon Web Services. For example, when its website hosting provider experienced several days of downtime, the company decided to move. “We migrated very easily to Amazon S3 and CloudFront Content Delivery Network,” Prudente says. “Amazon is a much more reliable system.”

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Veritas Technologies LLC
500 East Middlefield Road
Mountain View, CA 94043 USA
+1 (866) 837 4827
veritas.com

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