arcserve®

Gruver secured business continuity and reduced downtime

CLIENT PROFILE

COMPANY: Gruver (Mexico)

SECTOR: Marketing of vehicles, rents and after-sales

EMPLOYEES: 500 approximately

COMPANY:

Gruver is a company which sells, leases and provides after-sales services of Chevrolet, Isuzu and Daimler vehicles.

CHALLENGE:

Define and establish technological processes to manage the operation of companies effectively with resources that do not compromise profitability.

SOLUTION:

The company chose Arcserve Appliance 8100 to ensure the security of its IT environment.

BENEFITS:

Costs savings, shorter backup and restore times, and reduced downtimes.

COMPANY:

In 1969, a group of businessmen set up GRUPO VERACRUZ, S.A. DE C.V. A year later, the group became a distributor for Renault, and then they began selling other brands of motorcycles, tractors, agricultural machinery, trucks and automobiles in the State of Veracruz. At present, Gruver sells and leases light vehicles and commercial trucks, sells spare parts and offers after-sales services in the following cities of the state of Veracruz (Mexico): Poza Rica, Cordoba, Orizaba, Xalapa, Veracruz, Boca del Rio, San Andres, Coatzacoalcos.

In the coming years, Gruver aims to pursue investments in technologies, to keep all IT infrastructure from going obsolete, thus ensuring business continuity, including services to internal and external customers, promoting a favorable working environment and securing business return.

Λssured recovery™

The IT area is responsible for defining and establishing technological processes to manage the operation of companies effectively with resources that do not compromise profitability. In addition, it aims at building internal and external customers' trust through information and tools in keeping with current business needs and guaranteeing business continuity, and to keep the IT infrastructure at the forefront at a reasonable financial cost, obtaining the best possible return cost-effectively across all projects implemented.

CHALLENGE

Gruver's challenge was to have a tool that would allow them to drive consistent company growth while guaranteeing uninterrupted operation, thus preventing any impact on customer service.

> In the case of loss of critical information, our worst scenario was recovery in about 12 hours and with a maximum loss of 24 hours' transactions, even for a single file.
>
> – **Fernando Gerardo Chavira|IT Manager**

Formerly, Gruver managed backup routines with EMC's VSphere Data Protection, a tool provided by VMWare, which subsequently went out of support. Moreover, the scripts used to support critical files did guarantee data integrity.

The Company thus decided to look for a tool that would allow it to drive company growth while guaranteeing uninterrupted operation, thus preventing any impact on customer service.

SOLUTION:

Gruver analyzed the features and functionality offered by different manufacturers by looking at other users' experiences and concept tests. It needed a comprehensive solution catered for the company's heterogeneous IT infrastructure, and that is what led them to choose Arcserve Appliance 8100.

The implementation included the installation and set-up of the Appliance device and the Arcserve UDP agent on MS Windows and Linux platforms, as well as the set-up of backups for virtual machines on vmware, MS SQL database, Active Directory and workstations. Next, granular Active Directory recovery tests were performed on MS Windows and Linux virtual machines and on BMR.

Λssured recovery™

> **"** We wanted to strengthen the IT infrastructure, by updating backup systems and eradicating practices inadequate for the industry
>
> – **Fernando Gerardo Chavira|IT Manager**

At present, the Company uses this tool to protect 24 servers, 5 computers, and MS Exchange applications, MS SQL Database, ERP, Payroll, Web, Intranet, App Gruver and infrastructure monitoring applications.

BENEFITS:

The implementation of the Arcserve tool allowed Gruver to reduce the cost of resources, disk storage space and the staff managing backups. In addition, the backup time was reduced from the former 4-hour RPO. "Currently, with Arcserve UDP, the is RPO down to 15 to 60 minutes for the most important applications, such as mail and database", says the executive.

The automation and centralization of everything related to backup and high availability is key to the ability to react to any incident, with a simple and manageable solution, says Javier Cano Ortega, Systems Assistant. This solution made it possible for the Company to guarantee the availability of services and information in the event of any incident.

> **"** Our RTO was formerly up to 24 hrs. With Arcserve UDP, it has been reduced to just 45 minutes.
>
> – **Javier Cano Ortega | Systems Assistant**

The implementation of Arcserve Appliance 8100 allowed Gruver to guarantee the availability of services and information in the event of an incident. And soon they will evaluate the possibility of implementing cloud backup using Arcserve UDP Cloud Direct solution.

ABOUT SCIENTIA MEXICO

It has more than 18 years' experience in backup and information retrieval solutions for businesses of all sizes that require 100% security of their production and mission critical systems. In addition, it implements highly available systems in local, cloud and mixed installations.

For more information go to: www.scientiamexico.net