

SISAP ensures the safety of their IT environment with **Arcserve UDP and Arcserve Backup**



CUSTOMER PROFILE

COMPANY: Sistemas Aplicativos, S.A. (SISAP)

INDUSTRY: IT

WORKFORCE: 180



COMPANY:

Sistemas Aplicativos, S.A. (SISAP) offers security solutions to achieve secure and reliable IT systems.

CHALLENGE:

Prepare the company in the event of data losses and improve IT availability.

SOLUTION:

The company has chosen Arcserve UDP and Arcserve Backup to guarantee security in its IT environment.

BENEFITS:

These solutions enabled the company to reduce the backup times and costs, and the speed of data recovery.

COMPANY:

Sistemas Aplicativos, S.A. (SISAP) is a Central American company founded in 1985. With over 30 years of experience in the industry, it has ventured into many IT areas, leading in the market through top-level innovation, quality and customer service. The company has over 150 employees and 83 technicians in the region, and is present in Guatemala, El Salvador, Honduras, Costa Rica, Panama and the Dominican Republic. It has customers in the US, Mexico, Central America, Colombia, Ecuador, Peru, Chile, Argentina and Brazil, among others.



Since 1998, the company has been focused on providing security solutions that deliver secure and reliable IT systems. It combines the latest industry know-how and leading industry technologies to develop custom solutions that meet organizations' IT security, IT risk management and business continuity needs. The company currently offers an extensive catalog of services and solutions that adapt to the needs of each customer.

CHALLENGE:

SISAP's short-term challenge was to prepare itself in the event of data losses and to improve IT availability. The company's long-term challenge was the completion of the technological continuity program.



As this is a security company, we are constantly deploying new partner products, which aim to expand and refresh our product portfolio.

– **Mauricio Nanne | CEO**



At SISAP, the IT department is essential for critical processes, the availability of support services and compliance with agreements (data storage).

The company had previously used a backup solution to manage backup routines and had a less developed contingency plan. As the price of licenses rose and the profitability margin decreased, it decided to turn to a new solution.

SOLUTION:

With regard to data losses, SISAP assessed different tools and requested quotes. The company needed an all-in-one solution so it disregarded tools designed specifically for the virtual team. The price and features of Arcserve Unified Data Protection (UDP) were considered.



Arcserve improved the capacities of the second tool, as it offered deduplication features and prices were better. Its cost-benefit ratio outperformed other options.

– Jennifer Mazariegos | TSCA Manager



The implementation process for Arcserve solutions involved different stages. Firstly, the backup processes were defined in accordance with the critical importance of the information for the business. Technical training was then provided for the product and Arcserve UDP was installed in the server, identifying the data repository (RPS) and data stores.

The next step was to configure the plans based on the defined framework. “Regarding physical servers, this process was very beneficial as it was not necessary to install the agent on every piece of equipment”, said Mynor Gutierrez.

BENEFITS:



The main factor of the decision was cost reduction, not only in terms of license prices, but also in terms of management, as no maintenance was required after deployment and no issues were encountered.

– Mynor Gutierrez | IT Administrator



It was previously impossible to monitor backup tasks using obsolete software, as these failed to be completed or had to be repeated due to non-administered systems. Moreover, the company was not able to meet recovery demands within the timeframes required by executives.

Thanks to the implementation of Arcserve UDP and Arcserve Backup, SISAP succeeded in reducing not only the cost of resources, but also the disk storage space and backup times.

Also, the company was able to reduce risk, data restoration times and downtime, as well as improving SLA compliance.

Arcserve solutions enabled SISAP to control backup tasks with an easy-to-use and intuitive console, with no need to reconfigure jobs. Backup tasks are now self-administered by the rotation schemes provided by this tool.

www.arcserve.com

Copyright © 2018 Arcserve. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective owners. This document is for informational purposes only. Arcserve assumes no responsibility for the accuracy or completeness of the Information. To the extent permitted by applicable law, Arcserve provides this document “as is” without warranty of any kind, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or non-infringement. In no event will Arcserve be liable for any loss or damage, direct or indirect, from the use of this document, including, without limitation, lost profits, business interruption, goodwill or lost data, even if Arcserve is expressly advised in advance of the possibility of such damage.