

Banco Columbia Reduces Backup and Recovery Times by Over 300% with Arcserve UDP

CUSTOMER PROFILE

COMPANY: Banco Columbia

SECTOR: Banking



Banco Columbia is an Argentine 100% domestic private capital bank that provides financial assistance to individuals.

CHALLENGE

Improving manual control times and ensuring IT continuity in a more efficient, measurable and scalable way.

SOLUTION

The company had been using Arcserve Backup, which was upgraded to Arcserve UDP.

BENEFITS

With Arcserve UDP, the company managed to reduce backup and contingency system activation times by over 300%.

COMPANY

Banco Columbia is an Argentine consumer bank that provides a wide array of financial services, such as personal loans, credit cards, certificates of deposit, public and private securities, escrow accounts, savings accounts, bank and special checking accounts, safety boxes, currency exchange operations, transfers from and to other countries, and insurance policies for individuals. The bank currently has 58 branches (points of sale), nearly 900 employees and over 470,000 customers.

The infrastructure of Banco Columbia is mainly distributed in two sites, over 100 services and a line of business with the most stringent auditing controls.



CHALLENGE

As a financial organization focused on providing the best experience to both internal and external users, Banco Columbia has an IT department whose main purpose is to ensure the availability of valuable information as well as to offer technical and cost alternatives to achieve business goals.

Before the deployment of Arcserve Unified Data Protection (UDP), the entity had been using custom processes and tools to activate backups in the alternative processing site. Application downtime was resolved with contingency activation and deactivation manual processes that could take up to 10 hours.

In this context, they decided to upgrade to Arcserve UDP (they had already been using Arcserve Backup) in order to have infinite incremental backups of virtual and physical machines as well as automatic recovery, which helped them eliminate several manual and control procedures.

SOLUTION

The onboarding process for the solution began in November 2017 with its installation in the primary site. Then, backups were replicated in the secondary site and finally, Virtual Standby and High Availability were implemented.

The Arcserve UDP solution delivered data protection and disaster recovery for each workload, both inside and outside the company. It even offered the possibility to adapt to the future needs of each infrastructure. With the help of technology that protects data from and to anywhere, UDP is the first solution of its kind to combine several sophisticated resources without the complexity of legacy corporate solutions.

Banco Columbia had been using Arcserve Backup for tape backups in order to meet the regulations of the Argentine Central Bank. The Arcserve UDP solution delivered data protection and disaster recovery for each workload, both inside and outside the company. It even offered the possibility to adapt to the future needs of each infrastructure. With the help of technology that protects data from and to anywhere, UDP is the first solution of its kind to combine several sophisticated resources without the complexity of legacy corporate solutions.

We wanted to provide a better experience to both internal and external users based on higher data availability.

Maximiliano Ignaciuk,
IT Manager

With Arcserve UDP we protect over 200 servers and all applications across Linux, Windows, Oracle and SQL platforms.

Gabriel Santamarianova,
CPD Manager

Arcserve UDP allowed us to reduce backup and contingency system recovery times in over 300%.

Gabriel Santamarianova,
IT Manager

BENEFITS

By implementing Arcserve UDP, Banco Columbia managed to reduce backup and contingency system recovery times by over 300%, and to backup data throughout the day without interrupting production services. Currently, each backup has its own remote backup copy. This means that if an incident takes place that affects the entire production site, a fast and efficient response can be triggered.

In addition, the backups of the entire IT infrastructure were stored in a set of global deduplication repositories, thus reducing storage space by over 85%.

We have a streamlined business relationship with Arcserve, with great commitment and the willingness to face different challenges.

Maximiliano Ignaciuk,
Gerente de tecnologia

ABOUT TECNOSOPHIE

With over 15 years of experience, Tecnosophie has achieved high standards in service provision and business process management.

Its purpose is to assist customers with the technological elements that best fit their organization. Through a team of security specialists, they have designed and developed a complete array of managed systems for real-time control and preventive management 24x7x365, which allow organizations to ensure the safety of their network infrastructures and focus all their efforts on managing and expanding their business.

Tecnosophie has been an Arcserve Partner for over 15 years and is currently its greatest Partner in Argentina.

Its technical team is its key differentiator as they manage to offer their customers comprehensive solutions, providing technical support during presale, deployment and later management of their operation environments. Tecnosophie assisted Banco Columbia in the design and deployment of Arcserve UDP to achieve its information backup and recovery goals, all in compliance with the rules in force. The company is currently maintaining and streamlining protection across the bank's IT infrastructure.

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