Deremarque Informatique helps very small businesses stay secure with OneXafe Solo

Company
Deremarque Informatique

Country
France

Industry
Supplier of IT solutions

Number of employees
1

Solutions
OneXafe Solo
Cloud Services
ShadowProtect SPX

About Deremarque Informatique

Founded in 1992, Deremarque Informatique provides IT support services covering everything from software to hardware, networks and backups. Based in Haute-Savoie (France), the company was set up by Jean-Claude Deremarque, who still manages the business today. Their clients are mainly very small businesses (VSBs) operating in a wide range of sectors, located as far away as Toulouse or Béziers on the other side of the country.

The Challenge

VSBs are gradually beginning to realize the importance of having effective data backup and recovery solutions which allow them to react in case of a breakdown and guarantee their business continuity.

While there are various types of solutions available, companies cannot afford to overlook the possibility of human errors, some of which can be amusing to imagine but are serious enough to irreversibly destroy a company's data. As part of his efforts to increase awareness among VSBs, Jean-Claude Deremarque sought out storage, protection and disaster recovery solutions that would be reliable, easy to manage, and offer excellent value for money.

The Solution

Deremarque Informatique decided to expand their software portfolio with the addition of StorageCraft's ShadowProtect solution, a data protection system that provides optimal disaster recovery. Deremarque adopted ShadowProtect for his company's internal use when it was originally launched, so he already had first-hand experience of its effectiveness and reliability. It was only natural, then, for him to add this solution to his range of products. Now, most of his clients have it installed too.

ShadowProtect works with both Windows and Linux, and can be used on both physical and virtual systems. It is compatible with almost any kind of disk-based storage and works with a variety of hypervisors, including VMware ESX/ESXi, Microsoft Hyper-V, and Red Hat Enterprise Virtualization. Its scheduling features mean it can run regular backups. In the event of a breakdown, the system can be reset to the latest backup thanks to regular snapshots. Furthermore, these backups can be replicated anywhere: a local NAS, a remote server, a colocation center, a third-party cloud, a private cloud, or the StorageCraft cloud. ShadowProtect allows you to run simple, automated tests on backup images so you can be sure they will work if disaster strikes. And lastly, the solution is designed to be able to migrate a physical or virtual system to a new server with zero interruption to your business, whatever hardware you choose.

> 66 Data loss at VSBs can take many forms, some of them quite unexpected. I remember one time, for example, a client left an RDX cartridge on the roof of their car, and, unfortunately, never saw it again. Sometimes, it can be as simple as someone dropping a laptop which is used as a file server. Ransomware is another ever-present threat for companies of all sizes these days, too. Whatever form data loss takes, it can be critical, causing immense damage not only to the company itself but also to their customers, so it's essential to guard against it. 99
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> **Jean-Claude Deremarque**
> *Manager, Deremarque Informatique*

Among Deremarque Informatique's clients, two companies using ShadowProtect faced incidents recently.

The first case was a bar-turning company with less than 10 employees. When one of their disks stopped working, they found that their mirrored disk was also damaged. Having used ShadowProtect for about 7 years, the company recently had to upgrade to a newer version to comply with the GDPR. This involved setting up a password, which the manager had unfortunately forgotten. The backups of the old system, which were not password locked, allowed them to restore all of the server's data in less than 90 minutes.

In addition, the company now runs full backups every day to different disks, so they have to swap the disks each day in order to keep the restore point as close to the present as possible. To automate this process, the company wanted to also set up an external backup to supplement and reinforce their data protection system.

The second case involves a maintenance company working in stove and fireplace sales. Not long ago, they fell victim to ransomware. The attack probably came about due to an employee falling for a phishing scam. It happened in the middle of the day and left them locked out of all of the company's files, which were now encrypted. They had been using ShadowProtect for more than 5 years, so the team at Deremarque Informatique managed to restore their system in just an hour.

To guard against future attacks and enhance their protection, the company wanted to add an externalized backup system, which would be less exposed to cyberattacks.

To satisfy their external backup requirements while taking into account the scale of their technological, financial and human resources, Deremarque Informatique recommended they use OneXafe Solo, a new tool from StorageCraft. This is a plug-and-protect system that does not require any technical know-how and can be set up very quickly to replicate the company's data to the StorageCraft cloud. OneXafe Solo provides powerful data protection features, workflows based on SLAs, instant recovery with StorageCraft Virtual Boot, and centralized, cloud-based management with StorageCraft OneSystem. As well as vCenter, the solution also supports Hyper-V and ESXi at hypervisor level (agentless).

The Results

As these two use cases show, Deremarque Informatique trusts StorageCraft's solution to ensure these VSBs can be sure of the business continuity that is so critical to their continued development.

To supplement these companies' existing onsite storage with an external backup solution tailored to their specific needs, Deremarque recommended OneXafe Solo from StorageCraft. This new app provides automated external backup to the StorageCraft cloud, taking the protection of their data and systems to the next level. OneXafe Solo makes incremental backups to the cloud automatically, so your restore point is always as close to the present as possible and, if an incident occurs, an operational server can be set up virtually in the space of a few minutes.

Another huge benefit is that the data stored on OneXafe Solo's internal disk are essentially beyond the reach of cybercriminals, protecting them from ransomware attacks and other forms of hacking.

StorageCraft's solution also benefits its partners, since the data center is provided by the publisher. As a result, neither the partner nor their clients need to invest in their own infrastructure. This is a big plus for VSBs that do not have the financial and human resources or technical skills needed to do this.

The OneXafe Solo apps were installed in particularly unusual circumstances, as Jean-Claude Deremarque was housebound at the time, recovering from an injury. However, this gave him the opportunity to test the remote installation process: the apps were launched by the clients themselves and then configured remotely by the partner via the OneSystem management platform. As a result, both of these clients saw the new system installed successfully and up and running less than 30 minutes after being launched. What's more, Deremarque believes the time can be reduced to 15 minutes for future deployments of a similar nature if the storage strategy is defined in advance.

StorageCraft's support department once again proved itself to be readily available and highly efficient, assisting Jean-Claude Deremarque and enabling him to implement OneSystem's real-time alert system. As a next step, the clients' data were replicated to the StorageCraft cloud to benefit from the complementarity of physical onsite backup, RDX mobile backup and cloud backup, thereby protecting these VSBs with an optimal security solution.

> 66 StorageCraft is a truly trusted third party for Deremarque Informatique. We have been using ShadowProtect for more than 10 years and are still thoroughly satisfied with its effectiveness. We can't wait to deploy OneXafe Solo, which really meets the needs of VSBs and keeps things simple for them. Its replication of data and systems to the cloud will add a top layer of security to guarantee their business continuity. 99

> 66 Being temporarily housebound allowed me to test out the remote installation process for the OneXafe Solo app, and the results were more than satisfactory. Everything works perfectly and the user-friendly management interface gives me optimal visibility so I can monitor the system and receive real-time alerts. 99

Jean-Claude Deremarque
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