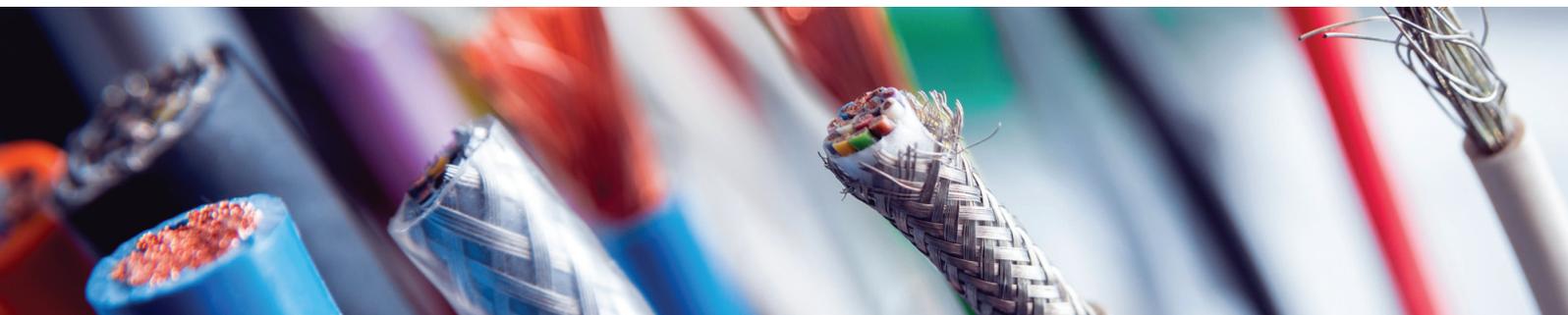


> Voltex (Pty) Ltd safeguards revenues and ensures compliance with Arcserve Appliance



CLIENT PROFILE

Industry: Commercial, Industrial and Residential
Company: Voltex (Pty) Ltd
Employees: over 2,500



BUSINESS

The Voltex Group is the largest electrical wholesaler in South Africa, with 84 branches and over 2,500 staff members across eight regions. It offers customers a vast range of products, from lighting and sensor technology, to cabling and power tools.

CHALLENGE

The Voltex Group needed a robust disaster recovery solution to protect multiple locations from the risks of data loss and the impact this could have on sales. To achieve this, they required a solution with offsite replication capabilities.

SOLUTION

The Voltex Group implemented Arcserve Appliance 8000 as its centralized backup and disaster recovery system. Data is replicated and deduplicated three times each day before being backed up to tape for additional security.

BENEFIT

Automated processes, rapid recovery and reduced data volumes have freed up the Voltex Group's IT team and reduced operational costs. The solution minimizes any loss of data or productivity enabling them to safeguard revenues as well as comply with annual audits.



BUSINESS

South Africa's largest electrical wholesaler

The Voltex Group provides a vast array of products for customers in commercial, industrial and residential development, as well as energy efficiency and retrofit markets.

Voltex (Pty) Ltd is a wholly owned subsidiary of the Bidvest Group – a company listed on the South African stock exchange – and has a level three BBBEE (Broad-Based Black Economic Empowerment).

CHALLENGE

Safeguarding operations and revenues

As Riaz Mayet, Systems Engineer at Voltex (Pty) Ltd explains, "The need for a sustainable, robust and comprehensive backup solution was expressed as a major concern by Voltex's senior management officials. This arose fundamentally as a risk mitigation strategy in order to ensure minimal disruption to the business in the event of data loss and system failures."

The company's backup solution was becoming outdated and without the capability for bare metal restore, offsite replication, granular restore or deduplication, it limited the IT team's ability to quickly recover from any data loss.

"Our business operates from multiple locations, so we needed a centralized solution to manage data protection across all regions," explains Mayet.



If a problem arose with any of our servers, it would have a critical impact on the whole business.



Riaz Mayet | Systems Engineer



SOLUTION

Comprehensive backup and recovery

In 2016, The Voltex Group implemented Arcserve Appliance 8000 as its backup and disaster recovery solution. Approximately 15 terabytes of data across the estate, spanning Linux and Windows servers, VMware and Hyper V hypervisors, email, databases and file servers are backed up and deduplicated to 8 terabytes and replicated internally as well as offsite, before being copied to tape for an added layer of protection.

"The Arcserve Appliance was easy to implement and is simple to manage," reveals Mayet. "We can quickly and easily analyze our backup processes in order to ensure that they are being executed as expected."

The automated system runs daily incremental backups that are much faster than the previous solution's backup window. Its granular restore facility also makes recovering lost files much faster and easier while bare metal restore minimizes disruption in the event of an incident.

As an Arcserve Premium Plus account holder, the company received additional help from Arcserve Support Services to migrate its processes to Arcserve Appliance and to smooth out any issues that arose during the transition. As Mayet recalls, "From proof of concept to delivery, the Arcserve team were invaluable in making sure we received maximum benefit and value from the solution. Their knowledge sharing demonstrated that the team cared about us as a customer, not just about closing the sale."



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BENEFIT

Cost-effective and reliable data protection

With Arcserve Appliance, The Voltex Group knows that its business operations are safe in the event of an incident. The solution also helps them to ensure compliance and present evidence to demonstrate its robust disaster recovery plan.

Since implementing Arcserve, Voltex has been able to:

- Free up IT resources
- Reduce overheads
- Safeguard productivity
- Ensure compliance.

"Arcserve plays a vital role in protecting our business and our revenues," concludes Mayet. "If an incident happens, I know that we can quickly restore systems with minimal impact on critical business functions."

The Voltex Group is also currently evaluating Arcserve Cloud and how the solution aligns with its wider cloud strategy to reduce hardware requirements and unlock even greater replication and business continuity capabilities.



Arcserve plays a vital role in protecting our business and our revenues.



Riaz Mayet | Systems Engineer

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