

## Dematic Improves Backup, Disaster Recovery, and Archiving Capabilities with Barracuda

### DEMATIC

#### Profile

- Dematic's Australia office
- Headquarters for Asia-Pacific operations and some IT support
- 600+ users

#### Challenges

- Insufficient backup system
- Lengthy recovery times
- Congested network
- Insufficient archiving capabilities

#### Solutions

- Barracuda Backup
- Barracuda Message Archiver
- Barracuda Load Balancer

#### Results

- Easy to install and configure
- Reduced backup time to less than six hours
- Reduced recovery time to less than one hour
- Eliminated network congestion
- Facilitated faster discovery

#### About Dematic

Dematic is a world leader in intelligent logistics solutions for the manufacturing and distribution industries. Dematic's innovations help organizations improve supply chain performance and its IT systems optimize distribution efficiency, and productivity. Sydney is Dematic's headquarters for South East Asian, Australian, and New Zealand operations, and also provides IT support for some Asia-Pacific (APAC) requirements. Locally, Dematic's activities include product research and development, and manufacturing.

#### The Changing Face of Backup Technologies

Dematic's APAC CIO Allan Davies' existing backup solution was no longer meeting their needs, with backup time inflating to 48 hours. "Most CIOs face the same challenge that we had," Davies explains; "backup technology continually changes. Old technologies couldn't keep up with the quantity, nor the window of time available to conduct backups."

#### Backing Up to the Cloud

Although Dematic is 75% virtualized, on occasion, Davies needed to be able to recover project data on systems that have been installed 15+ years ago. Davies decided Dematic's next backup solution would be to a secure cloud.

He found Barracuda's cloud-integrated backup solution, designed to protect physical and virtual environments. Barracuda's offering included software, appliance and offsite replication. Not only did Barracuda Backup reduce the required backup time to under six hours, retrieval was reduced to under one hour—a huge improvement.

Davies liked the simplicity of the solution. "It provided peace of mind that we knew where the data was loaded. It was simple to install and configure, and I liked that with Barracuda's subscription model, the device will be replaced every four years," he says.

#### Removing Congestion from the Network

As Barracuda's consultants worked with Davies, they noticed an opportunity to significantly enhance Dematic's disaster recovery capabilities, eliminating a four-hour delay—the loss of half a workday.

They implemented the Barracuda Load Balancer to automatically redistribute service requests to the disaster recovery site, in the event of a disaster affecting the primary Sydney data center. They'd gain immediate access to the disaster recovery facility, improve overall throughput on the local network, and alleviate congestion.

### About the Barracuda Backup

Barracuda delivers easy cloud-connected Backup. Barracuda Backup is the unified, cost-efficient data protection solution for your physical and virtual environments. Backup software, local storage, and remote storage is integrated into a solution that can be rapidly deployed in under an hour. Cloud-based central management enables seamless multisite administration and rapid local or remote recovery prevents data loss and minimize down time. Barracuda Backup is a complete backup solution with remote storage that is easy to buy, install, and manage, all backed by our live 24/7 customer support experts.



### Archiving for Legal Discovery

Within a few months, Davies approached Barracuda again; this time, about replacing Dematic's old archiving solution. "When you have a positive relationship with a technology provider, you are both always looking for opportunities to improve," says Davies. At the time, Dematic's older archiver addressed only 50% of users' archive email, equivalent to 1.2TB to reduce the volume of network traffic that has an impact on data circuits between their headquarters and their disaster recovery site. Barracuda's Message Archiver offered a way to reduce email storage requirements. When integrated with Barracuda Backup, it would share messages and services, as well as facilitate faster discovery. "Legal discovery was the primary reason for needing an archiving solution. Most legal discovery these days is contained within the email system. The one discovery request we had involved rebuilding a Lotus Notes system and it took months to complete," Davies recalls.

*With technology advancing as fast as it is, we got a device that is much faster with much greater capacity, so I can be sure it will keep up with the amount of data we need to store.*

**Allan Davies**  
CIO APAC  
Dematic

"After that experience, we deployed an archiving solution and it was great. Unfortunately, the solution deteriorated under this particular vendor's new ownership," explains Davies. "We felt there was little choice but to remain with them. That is, until I saw the Barracuda solutions; its archiving functionality would be a godsend for any future discovery requests, plus it would help keep track of emails."

A major attraction of the Barracuda offering was its user interface on mobile devices, which Davies describes as "far more advanced than our old solution." Davies was adamant that the archiving solution had to be accessible via any of the devices used within the company, including company-issued, and BYO PCs, notebooks and smartphones. Barracuda Message Archiver was deployed in May 2014. "It was very user-intuitive and easy to set up in just two days, compared to our old archiving system that took seven days to set up," Davies adds.

### Optimizing Network Traffic and Protection

Davies next project was to optimize traffic across the network to ensure business-critical applications would provide the best user experience and restrict traffic to non-critical applications. He also wanted to improve his network protection against emerging threats and vulnerabilities. Again, he turned to Barracuda and implemented the Barracuda NG Firewall, enabling him to see granular reports and their network traffic, prevent real-time attacks, and maximize business efficiency.

Davies says he enjoys working with Barracuda because, "They are still young and with that youth, there is enthusiasm and a willingness to embrace new technologies. They are agile with their solutions and always customer focused. We are confident in their commitment and ability, and we'll be evaluating more of their technologies as needs arise," he concludes.

### Conclusion

By the end of the first month of working with the solution, Davies knew it could deliver exactly what Dematic required, a good end-user experience, be intuitive to use, available across multiple devices, be low maintenance, and allow for flexible search capabilities. Davies met his requirements with Barracuda and he cancelled arrangements with the previous archiving vendor.

### About Barracuda Networks, Inc.

Protecting users, applications, and data for more than 150,000 organizations worldwide, Barracuda Networks has developed a global reputation as the go-to leader for powerful, easy-to-use, affordable IT solutions. The company's proven customer-centric business model focuses on delivering high-value, subscription-based IT solutions for security and storage. For additional information, please visit [www.barracuda.com](http://www.barracuda.com) or follow us on [Twitter@barracuda](https://twitter.com/barracuda).