Cloud

ISW   Steeline

Ensuring Business As Usual

ISW provides valuable peace of mind with Cloud42 Protect's autonomous backup solution.

From roof, wall, trims and structural framing, Steeline are the specialists in Australian steel building products

A VIRUS attack and severe loss of data is the last thing any business wants to experience, but that's exactly what happened to Australian steel building product manufacturer Steeline last year.

Steeline had for many years used tape, and later disks, as a backup solution from their on-premise server, with a staff member tasked each day to swap the disks over, pop the most recent into their bag and take home that night for safe off-site backup, returning the next day with the disk to repeat again. The legacy, manual routine worked fine in theory however could often be skipped or missed if staff were on leave, went home early or simply forgot to return the disk in the morning. However, it was the lack of visibility and assumption the backup system was working that really hurt when the virus hit.

Michelle Large at Steeline explains "*We simply assumed our data was saving onto the disks each day, as we had no visibility to the process or reporting to tell us otherwise.*"

When the virus hit, it crippled their server and whilst they lost all on-site data, the real damage was in discovering the disks hadn't been backing up properly for over 11 months.

ISW

"Thankfully we had our financial system hosted in the cloud, but almost all other data such as documented corporate knowledge and product information was lost. Since the attack it has been extremely time-consuming and frustrating trying to find copies of a few files saved in email attachments. Mostly we've resigned ourselves to the loss and focus on recovering and rebuilding the business."

SOLUTION

Steeline had learnt the value of their business data the hard way, and so immediately sought to ensure this could never happen again. Naturally, Steeline looked to their long-time IT infrastructure provider who had supplied their original server, ISW, for a solution and fortunately, the IBM Business Partner had recently released a suite of new cloud offerings, including an innovative Backup-As-A-Service solution, **Cloud42 Protect**.

Cloud42 Protect works autonomously by backing up data each and every day to off-site data centres and provides a quick report of the backup status by email overnight. The data can be encrypted onsite before backing up, then encrypted again in transit via the internet to IBM data centres in Melbourne and Sydney for good measure.

This ensures customers have 100% guaranteed reliable and secure access to their information.

Each morning, business managers can find a report in their inbox, providing visibility to the system status and the ability to login to their backup portal to retrieve and decrypt any or all files if needs be. In turn, ISW's tech crew are also alerted by the system if a customer needs any assistance.

BENEFITS

Since implementation, the impact at Steeline has been highly valued. No longer do staff need to take responsibility for a manual, daily routine - human error and assumptions are virtually eliminated. As Michelle says, *"Cloud42 Protect has been extremely worthwhile and is paying for itself. Not having to worry about a daily task has removed the risk of human error and we're saving money by not needing to upgrade our on-premise server. We have fantastic visibility to eliminate assumptions and overall the solution is very cost efficient. By far the biggest benefit is if anything does goes wrong in future, we have total peace of mind its business as usual."*

"It's like an insurance policy for our business data, where we can process and approve our own claim."

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