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M+R SPEDAG GROUP
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M+R Forwarding Hong Kong Limited reduces TCO by up to 30% with Druva, replaces Veeam and Veritas

20-30%
Reduction in total cost of ownership (TCO)

3x
Reduction in backup data volume at the source virtual machines (VMs)

About M+R Forwarding Hong Kong Limited

M+R Forwarding was founded in 1952 by Swiss entrepreneurs Roger Metzger and Hansruedi Richner focusing on facilitating road freight with efficient customs clearance between Germany and Switzerland. Decades later in 1982, M+R Forwarding Hong Kong Limited was founded in Hong Kong as the East Asia headquarters (HQ). It currently manages sea freight and air freight cargo for its customers leveraging a global network of selected agent partners.

The challenge

M+R Forwarding works to ship goods safely and reliably across the world's oceans. To support this effort, which generates a tremendous amount of data, its Hong Kong (HK) HQ uses data center workloads including Microsoft SQL, various on-premises and SaaS solutions, and manages 20+ Windows and NAS file servers across 30 regional offices. Its IT environment is highly virtualized with more than 200 Hyper-V VMs.

Yinnis So, general manager of information technology for the East Asia region said, "Our IT group of about 20 staff supports 700 users and manages 60+ TB of data across 30 offices. Some offices used Veeam and others ran Veritas NetBackup with data stored in local storage or on tapes.

Challenges

- Inability to centrally manage or visualize 60+ TB of data across 30 regional offices

- Each regional office used either Veeam, Veritas, and/or tape backups for its VMs, resulting in backup data silos, administrative complexity, increased costs, and an insufficient disaster recovery approach

- IT spent extra time managing hardware and Capex for each location, making it difficult to contain the TCO

Solution

- Radically simple cloud backup/recovery with centralized management of 200+ Hyper-V VMs across 30 offices through a single control plane

- Global deduplication and forever-incremental backup eliminates data redundancy and accelerates backup and restores

- Single-click disaster recovery setup to replicate VMs and move them across regions for testing and development, failback on-premises or in the cloud or failover across any AWS region

Results

- 20% to 30% reduction in TCO by eliminating secondary disk storage, backup software, tapes, and ongoing maintenance costs

- Traded Capex for Opex that can be centrally managed across all offices

- 3X reduction in source data, enabling faster backups and restores and reduced network congestion

- Cloud-based centralized management enabled IT to recoup five full days per month

We followed the GFS backup retention methodology, but needed to actively monitor the status of backups and storage size to ensure everything ran successfully."

But, this non-standard approach to data protection required the IT team to spend extensive time configuring and managing disparate environments. So added, "We had silos of data that we couldn't centrally manage or easily visualize. We had some backup failures, and restores were inconsistent and lengthy. Because IT had to spend extra time managing hardware and Capex for each location, it was difficult to contain the total cost of ownership (TCO)."

The solution

To put an effective disaster recovery strategy in place for its business, M+R Forwarding HK's executive leadership team decided to implement a cloud-first strategy. For some new in house applications, they implemented the Microsoft Azure cloud, leveraging Azure Stack for the existing applications and on-premise workloads. They then evaluated the cloud for backup and recovery.

To modernize remote office backup and recovery, M+R Forwarding HK chose Druva Phoenix because it would allow them to migrate data protection to the cloud and protect and centrally manage 200+ VMs with full visibility across locations. Druva was the first AWS-based data protection SaaS solution that the team adopted to protect its Microsoft workloads, including HyperV, MS SQL, and file servers.

Some of the reasons they chose Druva included case studies with strong proof points, a successful proof of concept, and a centrally administered solution. "The implementation was straightforward and there were no issues. Our IT team was able to deploy Druva to all 30 locations without having to travel, so we were able to eliminate associated costs and save a lot of time with the rollout," said So.

The results

M+R Forwarding HK now has centralized data protection and management of 200+ Hyper-V VMs across 30 regional offices. Replacement of Veeam, Veritas, and tapes with Druva has helped them reduce TCO by 20% to 30%. Compared to previous vendors like Veeam and Veritas, using Druva has enabled M+R Forwarding HK to eliminate storage, hardware and software costs. Additionally, they've reduced costs for maintenance, upgrades, support, and the labor required to manage cumbersome infrastructure and tapes.

Druva's native global scale-out deduplication has enabled M+R Forwarding HK to reduce its long-term storage capacity requirements by three times. Druva reduces data redundancies at the source via unique global deduplication and forever incremental backups before the data is sent to the cloud. Eliminating data redundancy reduces the load on security and network congestion while enabling faster backups and restores.

Druva's SaaS solution offers centralized management helping M+R Forwarding HK IT to recoup five full days per month. Because 100% of its VMs can be protected and managed through a single control plane, IT operations have been streamlined, productivity improved, and administrative overhead eliminated. By eliminating the administrative and operational tasks associated with previous on-premises hardware-based solutions, M+R Forwarding HK IT can focus on more strategic initiatives.

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