CASE STUDY

RAINTREE HOTEL ENSURES DISASTER RECOVERY WITH RETROSPECT BACKUP ON AWS CLOUD

About The Client

With over 15 years of experience, The Raintree Group of Hotels is one of the leading hotel chains in the South Indian Hospitality Industry. Founded by CEEBROS Group, The Raintree Group has two stunning properties in the heart of Chennai city, at St. Mary's Road and Anna Salai. Hosting eight restaurants across both these properties their hotels present its customers' food from cuisines around the world.

Known for serving elite customers with top notch hotel services like food and accommodation, both the Raintree Hotels have established their reputation and earned 5 Star Rating. Keeping themselves updated with latest technology, the group continues to seek and implement futuristic technology solutions for innovating and staying ahead in the market.

The Challenges

Raintree Hotels continued to witness a multi-fold growth year over year and that can be attributed to their single focus on customer satisfaction. To keep pace with the momentum, the company made sure to have mission-critical on-premises applications deployed to automate their business processes. Increasingly their business application ecosystem has become complex with a wide range of deployments in on-prem, cloud and in a hybrid fashion.

The Raintree Group of Hotels had already been using an on-prem backup solution that limited the client's ability to operate worry-free in an environment with newer dynamics.

The configuration of these applications for secure access also a challenging one as the end users are in distributed locations. Having multiple endpoints connected to Raintree's IT Networking, the COVID-19 presented another challenge. Business users were compelled to work from home and remote locations using their own endpoint devices. For practicality purpose, many files and their versions got stored in countless endpoints and their safety and ability to cross-reference by other users become a big challenge.

> "Upon evaluating market leading solutions, we narrowed at AWS Storage and Retrospect Backup as they seemed straight forward, proven, secure and scalable. It makes a big difference when Uniware Systems had expertise in both solutions under one roof"
>
> **Head of IT**
> **Raintree Hotel**

- The client started looking out to finalize and deploy an economic solution for backing up their productivity and collaborative cloud applications.

- With hundreds of endpoint devices connected across the network without a safe and secure backup strategy, the situation presented a high probability for data loss.

- The client also needed to upgrade their backup strategy while lowering their backup costs. Their tape backups were becoming unmanageable and too expensive to store offsite.

- Finding files within archived backups wasn't easy, immediate and straight forward.

- Ensuring safer backups became unmanageable and hence the concerns of data privacy as well as the need grew stronger to defend against ransomware and insider threats.

The Raintree Hotel engaged Uniware Systems – an AWS Advanced Consulting Partner in Chennai to consult, recommend and implement a scalable backup solution.

Solution

Following extensive research and a comprehensive test phase, Uniware Systems recommended that Raintree Hotels deploy Retrospect Backup solution in conjunction with AWS Cloud components.

The criteria set to finalize Retrospect along with AWS were

- Backing up hybrid workloads across on-prem, cloud

- Integration with leading business applications

- Protection of data and backups from modern threats

- Having more than one form of data backup readily available

- Reducing the cost of backup and disaster recovery

The client engaged Uniware Systems storage and backup team to design, architect, and implement the solution saving the client's technical staff valuable time.

Uniware Systems being a leading AWS Advanced Consulting Partner and Retrospect, both solutions were available under one roof. With Retrospect the client is able to backup and store all the company's endpoint data securely and cost-effectively to Amazon S3.

With Retrospect having native AWS integration and compatibility with all other cloud applications, the solution fulfills both Endpoint Data Protection and Cloud Application Backup and Archival needs for the client.

Benefits

Uniware Systems was able to complete the implementation of Retrospect Endpoint Backup on the AWS cloud within a short period of time frame.

- With cross-platform support for Windows, Mac, and Linux, Retrospect can provide point in-time restores for every system and simplify complex strategies using NAS and tape into easy-to-use scripts.

- Being a scalable solution and integrated with AWS Cloud Storage, even as the data volume grows, Retrospect can grow along with it

- Protection and governance for all local and hybrid cloud workloads were ensured seamlessly

- Without having to install any new hardware implementation, there was no need for upfront CAPEX investments

- Reliable and secure cloud application backup for invaluable endpoint data

- Uniware Systems configured the data backups to happen on a recurring schedule there by enabling the client's IT team to focus on their daily tasks with minimal disruption

Industry

Hospitality

Solution Components

Retrospect Backup Multi-server for Windows

AWS EC2

About Uniware Systems

Uniware Systems over the decades has helped medium to larger enterprise modernize their working nature by helping them to adapt to IT and Cloud infrastructure, alongside ensuring backup, security and scalability across public, private and hybrid clouds. The implementation of AWS FSx for Windows Service was done by Uniware Systems in a small-time frame who is a Premier Partner of AWS.

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