

Secure-24 Delivers End-to-End Customer Experience with Rubrik's API-driven Automation



INDUSTRY

Service Delivery Partners

RESULTS

- End-to-end automated workflows powered by Rubrik's API-first architecture and ServiceNow® integration
- Revenue expansion into regulated industries and hybrid cloud
- Reduced RTO and RPO from hours to minutes
- Enhanced reporting capabilities to ensure SLA compliance

THE CHALLENGE

- Inefficient and manual backup process with lack of reporting
- Inability to scale to different workloads and public cloud with legacy backup solutions
- Lengthy recovery times

THE SOLUTION

- Rubrik-powered backup and instant recovery of business-critical applications across both on-premise and public clouds
- ServiceNow integration to automate services for enterprise customers across entire IT cycle

Headquartered in Michigan, Secure-24 has been delivering mission critical application hosting, comprehensive managed IT, cloud and security services to global enterprises for nearly 20 years. Secure-24 primarily focuses on managing SAP®, Oracle® and other IT applications for larger organizations ranging from \$1B to \$10B in revenue. In addition to mission-critical application hosting, Secure-24 provides managed cloud services, security, compliance, and backup and disaster recovery services. The IT team maintains a highly virtualized data environment, managing over tens of thousands of VMs across various locations globally. Given its comprehensive business solution, Secure-24 targets enterprises seeking IT transformation, not only providing backup-as-a-service, but a service-oriented experience across the entire IT cycle.

RUBRIK DELIVERS AUTOMATION AND EFFICIENCY WITH API-FIRST ARCHITECTURE

Prior to deploying Rubrik, Secure-24 was challenged by long recovery times using legacy solutions. "We have large VMs in our environment, and we had trouble backing them up efficiently using our previous solution. It was very cumbersome to use different tools and procedures for our physical and virtual environments," explains Sean Donaldson, Secure-24, CTO. "We evaluated the entire market for a more modern backup and recovery solution and we were immediately impressed with Rubrik's high degree of automation and API integration."

Secure-24 found that Rubrik's API-driven solution was a perfect fit for its automation-centric approach. "We were excited by the simplicity and flexibility of a single product that can report on both physical and virtual environments," says Donaldson. "We take an automation-first approach to all of our deployments. Rubrik's robust APIs integrate seamlessly with our internal automation framework and workflow engine."

Rubrik's integration with ServiceNow allows for consolidation of multiple tools and services into a single software platform. By enabling self-service file-level recovery and creation of SLA policies within the ServiceNow® catalog, Rubrik significantly reduces management complexity and slashes recovery times to minutes. "As we deploy new VMs, they are automatically enrolled in the accurate SLA policies," says Donaldson. "Not only does Rubrik automate critical data management workflows for our VMs, it also delivers platform analytics on compliance and data management which enables efficient reporting."

RUBRIK SECURITY BY DESIGN ENABLES SECURE-24 TO EXPAND TO REGULATED MARKETS

In addition to realizing operational efficiencies, Rubrik enables Secure-24 to unlock new revenue streams. Secure-24 has identified Healthcare as a key growth opportunity and given the high level of security and compliance requirements of Healthcare data environments, Rubrik's ability to encrypt application data both in-flight and at-rest is critical. "We are focusing on expanding our healthcare network with our Epic® hosting capabilities. Our partnership with Rubrik is key for our business success because it makes security a top priority. Relying on Rubrik as a backup and data compliance tool, enables us to meet and exceed the strict security expectations of Healthcare clients," remarks Donaldson.

RUBRIK'S CLOUD CAPABILITIES HELP GENERATE NEW HYBRID CLOUD REVENUE STREAMS

Furthermore, as a substantial proportion of Secure-24's clients transition to the cloud, Rubrik's ability to centralize backup across on-premise and cloud environments into a single fabric delivers significant value. "Whether you're running in Microsoft® Azure, Amazon® Web Services (AWS) or a private datacenter, Rubrik provides a high level of security, compliance and governance," explains Donaldson. "This is important as more of our clients shift towards applying compliant models to their public cloud workloads."

Other benefits include:

- **Ease of recovery:** "With Rubrik's straightforward UI, we are now able to quickly recover our 10TB VMs in seconds, which is a significant difference from where we were in the past. In addition, Rubrik's high degree of automation enables us to dramatically reduce management time, freeing up our resources for innovation and continued development of our IT infrastructure to align with our business requirements."
- **Customized Reporting and Analytics :** "Rubrik's superior reporting capabilities provide comprehensive insight on data management and SLA compliance. By delivering visibility into our key performance indicators, we can better analyze data management trends and develop business plans for growth."

"We are on the tip of the iceberg of our deployment. We have just started to deploy Rubrik in production, and as we look forward to 2018, we plan to invest in more and more Briks every month. Eventually, we plan to transfer additional systems to Rubrik as a primary backup solution," says Donaldson. "Rubrik has a strong vision of how to use backup as an asset, and we trust their product roadmap. We are excited to expand our Rubrik footprint and look forward to exploring opportunities where it can help us to better manage our immense data environment."



"Our partnership with Rubrik allows us to offer a superior client experience across the entire IT cycle, which has been instrumental in driving customer loyalty."



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Rubrik delivers instant application availability to hybrid cloud enterprises for recovery, search, cloud, and development. By using the market-leading Cloud Data Management platform to provide instant access with self-service, customers mobilize applications, automate protection policies, recover from Ransomware, search and analyze application data at scale on one platform. From days to seconds.

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