



## SUCCESS STORY

Trans-Caledon Tunnel Authority



### **TCTA Uses Cibecs to Manage their Data Explosion**

“Our user data has increased 12 times over the last three years. In order to successfully manage such a dramatic increase in data (and the additional future increases expected), TCTA makes use of Cibecs’ data backup and recovery software.”

- Nikesh Maharaj, Network and Infrastructure Specialist at the Trans-Caledon Tunnel Authority (TCTA).



## THE ENVIRONMENT

12 times increase in user data

Hundreds of users

Distributed environment

**“Cibecs has helped us dramatically reduce IT support** (both in real cost and time needed) to endpoint users, while delivering an effective and **simple way to manage our rapidly increasing user data footprint.”**

## BACKGROUND

Before the introduction of Cibecs at TCTA, this state-owned entity made use of script-based backup. Not only were backups becoming extremely expensive, they were unreliable and it was a complicated process that was costing them both in terms of time and overhead expenses.

“It was an overly complicated, labour intensive and unreliable method of managing user data,” says Maharaj. “Data recovery was slow, weighing heavily on IT resources whilst also offering little by way of management reporting in order to prove our business continuity preparedness.”

By introducing Cibecs towards the end of 2008, TCTA was able to cut data recovery time by several hours per incident – often representing a real time and support cost saving of between 500 and 1000%. They have seen huge savings, their backups are now automated and reliable, and their data is protected and secure.

*“It’s not just the post-installation cost saving that has impressed us,” says Maharaj. “The actual rollout of Cibecs was quick and simple – with guidance provided by Cibecs’ on-site IT support.”*

Nikesh further states that users have largely been oblivious to the Cibecs agent running on their PCs. This means no impact on user productivity, which is a must to ensure user adoption.





## THE PROBLEM

TCTA had numerous issues relating to data protection, data backups and recovering files in the event of data loss.

- Massive increase in user data
- Strain on IT resources when data was lost or to perform backups
- Time to recover data meant user downtime and IT overtime costs



## PRIMARY REQUIREMENTS

- A solution that makes data restores quick and easy
- Reduced bandwidth and storage costs
- Optimised backup of PSTs
- Advanced data security that includes secure backups and local file encryption
- Central control over backup policies with automated daily user backups without interfering with user productivity.

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# How Cibecs has been a huge success for TCTA

Cibecs has been hugely successful for TCTA, and has not only helped them improve their IT operations and streamline data management procedures, it has also shown tangible cost reduction.

Maharaj outlined the four biggest benefits of implementing Cibecs in their organization:

**SIMPLICITY:** Restoring or migrating data is very quick and easy.

**BANDWIDTH AND STORAGE USE:** Cibecs optimises use, which aids IT in meeting its budgetary obligations while delivering improved network uptime.

**DATA SECURITY:** Cibecs' data encryption safeguards data, while central reporting indicates exactly who did what, when and why.

**CENTRAL CONTROL:** Cibecs allows IT to enforce TCTAs data backup policy. No user intervention, and automated daily backups.

## Conclusion

*“In short Cibecs has helped us dramatically reduce IT support (both in real cost and time needed) to endpoint users, while delivering an effective and simple way to manage our rapidly increasing user data footprint. Its added benefits, such as aiding us in proving regulatory compliance in terms of data security and overall business continuity preparedness, make Cibecs an indispensable asset to TCTA.”*

## ABOUT CIBECS

Cibecs is the best endpoint backup & data protection solution for business, it's built locally and trusted by thousands of companies worldwide. Cibecs is easy to deploy and manage and equips IT with a single solution for complete end-user data protection. With Cibecs you'll have total visibility with impressive and intuitive reporting that enables Corporate Governance Compliance.

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