CASE STUDY:
RICHMOND HOUSING PARTNERSHIP

Established in 2000, Richmond Housing Partnership (RHP) is a non-profit housing organization located in the United Kingdom. Headquartered in Teddington, RHP owns 10,000 properties with operations in Richmond, Hounslow, Brentford, Slough, and Reading.

THE CHALLENGE

- Avoid lengthy down time to keep systems up and running 24/7
- Speed up backup performance
- A solution that integrates into a fully virtualized environment

THE SOLUTION

- Automate backup using SLA policies speeding up the process to meet business requirements and compliance
- Elimination of tape with archival to Cloudian for faster recovery

THE RESULTS

- Near-zero RTO
- 80% Data center footprint reduction
- 90% Time management savings
- 55% TOC savings

OVERVIEW

Riaz Ashruf, Infrastructure Manager, oversees all infrastructure and networking at RHP. "It's our primary responsibility to support the business so it can focus on providing first-rate customer service to our tenants. We receive 100,000 calls through our service sector every year. It's imperative that our systems are available 24/7 to guarantee effective business operations," said Riaz. "Prior to Rubrik, I was concerned about lengthy downtime in the event of a system failure. Rubrik eliminated that fear completely."

Prior to Rubrik, Riaz had little confidence in their previous backup solution. "Our previous backup infrastructure was unreliable and time-consuming, often resulting in failed backups," Riaz said. "Recovery was also a huge pain point. We used to archive data to a virtual tape library in the cloud which was extremely cumbersome when we needed to recover files. We would have to first download the tape in the cloud and then restore it using our backup solution, which could take hours."

To guarantee reliability and fast recovery, RHP began its search for a new backup solution purpose-built with simplicity and speed in mind. As a forward-looking company, they also wanted a solution that was future-proof and fit with the organization's broader modernization strategy. "We were blown away when we first saw Rubrik in action. With Rubrik, you could restore a database in seconds. We also loved that it provided a single interface across all our applications. There wasn't a single vendor that offered a comparable solution to Rubrik in the market."

"Rubrik was the undisputed winner after evaluating all vendors on both value they provided to the business and cost savings," added Riaz. "Additionally, Rubrik coupled with Assured Data Protection was a perfect fit since they both provided next-gen services. With Assured, we receive exemplary customer service, proactive communication, and deep expertise in the Rubrik Cloud Data Management platform."

RHP is currently protecting Windows, Linux, SQL, Exchange and other business critical applications with Rubrik for their 100% virtualized environment.

RUBRIK RESULTS

After Rubrik, RHP has achieved 55% TCO savings. "We had immediate cost savings from consolidating tape, backup software, and servers into one platform, eliminating increasing licensing and hardware costs. Coupled with ease of use, Rubrik has amplified management savings while freeing up time for innovation," Said Riaz.

"We used to spend 2-3 hours managing our previous solution. If there was a failure, it could take a whole day to resolve. With Rubrik's policy automation and easy-to-use interface, we only spend a few minutes per day on backup."

"After Rubrik, we also eliminated our SAN. We have achieved dramatic storage savings, reducing our data center footprint from 10U to 2U."