

PAL and Lucen IT reduce personnel allocation and task time by 75% with **Acronis** Cyber Protect Cloud

South Korea-based research institute achieves peak efficiency by eliminating errors often caused by manual processes.

The Pohang Accelerator Laboratory (PAL) is a leading research institute dedicated to developing advanced experimental techniques through synchrotron radiation and conducting related experiments. The Beamline IT Group at PAL XFEL supports these cutting-edge scientific endeavors.

Reinstalling experimental workstations was labor-intensive due to manual formatting, OS and various program installations and basic configurations. PAL contacted Lucen-IT in search of reliable and efficient protection.

THE SOLUTION

PAL partners with Lucen-IT and uses Acronis Cyber Protect Cloud for server backup.

THE IMPACT

- Saved 75% of time in personnel allocation, reducing the time required for tasks from four hours to one.
- Achieved comprehensive data protection and recovery delivered by Lucen-IT and Acronis.

KEY CHALLENGES:

- Formatting, configuring and installing various programs and services was time consuming.
- Reinstalling workstations caused inconvenience and delays in research-related tasks.
- Other products were inefficient: Norton Ghost was difficult to use in Linux environments, Clonezilla, an open-source service, had complex configuration and lacked an intuitive interface.

KEY REQUIREMENTS:

- Centralized management across standard backups and operation system recovery.
- A robust solution that ensures business continuity and eliminates operational disruption.



“Lucen-IT Director Baeyong Kim listens carefully to our situation and demonstrates a strong commitment to resolving issues. We were given a comprehensive explanation of Acronis’ solution and any challenges that arose were addressed promptly and efficiently.”

Hocheol Shin, responsible for IT and Data Systems, Instrument Development Team at PAL-XFEL

ABOUT LUCEN-IT

Lucen-IT Co., Ltd. is an MSP and Acronis partner that builds solutions core to IT infrastructure operations and provides professional technical support services. Lucen-IT provides the most optimized services and professional solutions for the IT environment of small to medium-sized businesses, public institutions and large-scale computer environments.



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