

Bechtle Remote Services Reliably Meet Short RTOs with **Acronis Backup Advanced**

Independent, Online Image Creation Reduces Customer Downtime and Ensures Rapid Recovery

INTRODUCTION:

Bechtle's remote recovery services provide protection against service downtime and rapid recovery times for business-critical servers with Acronis Backup Advanced for Windows Server.

Bechtle has over 50 IT service centers in Germany, Austria, and Switzerland and is one of Europe's leading E-commerce providers. The successful combination of IT support services and direct sales of IT products has helped the company to grow continuously since its founding in 1983. Today, Bechtle serves over 56,000 customers from many different industrial and service sectors as well as the public sector. In 2008, the 4,400-strong workforce achieved a turnover of 1.43 billion Euros.

An important element of Bechtle's service range is its 24/7 remote support, which is provided to customers through a high-availability data center. With 50 staff members, Bechtle Remote Support, as a service unit of Bechtle Remote Services, offers various support modules through its technical specialists. As well as round-the-clock monitoring of critical IT services and applications, remote second level support, and the regular updating of patches, the remote recovery service has to guarantee the smooth restoration of the customer's IT systems in an emergency.

Bechtle Remote Support guarantees customers a recovery time of three hours for servers, including database servers and applications. A recovery solution with online image management guarantees continuous updating during operation, and can be adjusted to the customer's pre-defined recovery processes. Every minute of system downtime costs companies real money. In most cases, extremely short

COMPANY:

Bechtle Remote Services GmbH & Co. KG

SECTOR:

IT Services

KEY CHALLENGES:

- Remote recovery of server systems on operating hardware
- Simple management of the remotely created images
- Guaranteed maximum restoration times of three hours

SOLUTION:

- Acronis Backup Advanced for Windows Server

BENEFITS:

- The online creation of images plus rapid and reliable recovery
- High reliability of the solution in recovery situations
- Ease of operation

RTOs (recovery time objectives) are set for any IT system faults that occur, so that business operations can be resumed as quickly as possible.

It is especially important in this case that engineers can depend on the tools employed. Above all, the recovery solution must be independent of the hardware and applications installed, since it is not possible for remote support to maintain specialist knowledge of each application, given the huge number of applications installed and the amount of resources that would be required.

For Thomas Haass of the Strategic Outsourcing (SO) team at Bechtle Remote Services, the recovery solution utilized must fulfill a core criteria: "Remote restoration of a system by an employee (in the situation when the actual hardware has not been damaged) is important, as is the recovery of critical server systems without on-site attendance. Alongside the convenient administration of remotely created images, ease of operation was a really essential criteria in the selection of a suitable disaster recovery solution. This is a decisive factor affecting the recovery time."

After the evaluation phase, the decision was made in favor of Acronis Backup Advanced for Windows Server, which, after an introductory period of just six months in Bechtle Remote Services, is now in use on 170 computers. Acronis Backup Advanced for Windows Server combines data backup and restoration, deduplication and support for virtual environments in a single solution, and therefore offers a powerful integrated backup and cyber protection solution for companies of all sizes.

Bechtle's remote recovery services benefit above all from the ability to create images online, its reliable restoration, and the capability to restore functions for individual partitions in Acronis Backup Advanced for Windows Server. The engineers have also experienced clear business benefits from the deployment of this solution, in particular because of the low effort required to maintain images and the high level of stability in a recovery situation.

"The technical specialists develop a deep understanding of the Acronis solution through training and certification. We have also been impressed by the technical competence and the quick, support provided by the Acronis support team in the few occasions which we have

required it," says Thomas Haass. He adds: "In Acronis' recovery product we have found, after an intensive selection process, a product, which meets the responsible administrators' demands extremely well. We employ this product in all server operational situations and can already confirm its effectiveness in multiple recovery cases that have occurred."

ABOUT BECHTLE REMOTE SERVICES

Since July 2007, Bechtle Remote Services has been the central service provider for enhanced IT support and IT operations services in the customer service business of all the Bechtle group's IT service centers. These services benefit companies by saving their own IT resources and minimizing IT risks through central services. This produces increased system availability, cost benefits through standardization and higher end-user satisfaction.

Bechtle Remote Services' service offer ranges from LAN and server management, firewall management, client management and service desk, service management and quality reports, to asset and project management. The Bechtle Remote Control Center (RCC) currently has around 250 support contracts with customers, over 1,000 central systems (servers, switches, routers) in monitoring and over 1,700 servers in support. Remote Services specialists deal with around 120,000 calls a year. For more information see <http://www.bechtle.com/>

ABOUT ACRONIS

Acronis sets the standard for [cyber protection](#) and [hybrid cloud storage](#) through its innovative [backup](#), [anti-ransomware](#), [disaster recovery](#), [storage](#), and [enterprise file sync and share solutions](#). Enhanced by [AI-based Active Protection technology](#), [blockchain-based authentication](#) and a unique [hybrid-cloud architecture](#), Acronis protects all data in any environment, including physical, virtual, cloud, mobile workloads and applications.

[Founded in Singapore in 2003](#), today the company is trusted by more than 5 million consumers and 500,000 businesses worldwide, including [79 of the top 100 most valuable brands](#).