Acronis

1-Grid Reduces the Amount of Time Spent on Daily Backup Checks by 90% with **Acronis** Cyber Protect Cloud

South African web hoster improves operational efficiencies by migrating to Acronis from R1Soft and Microsoft DPM

BACKGROUND

1-grid is a South African web hosting provider that has been in business for 20 years. Supporting more than 35,000 customers, the company offers a wide range of services including domain registration, shared, VPS, and dedicated hosting, email hosting, SSL certificates, South African company registration as well as web design and optimization. 1-grid has a substantial server infrastructure required to deliver these services, comprised of physical and virtual machines, both Windows and Linux, as well as cPanel servers. To protect this infrastructure, 1-grid was backing up its infrastructure using a combination of Microsoft DPM and R1Soft.

THE CHALLENGE: SPEEDING UP THE BACKUP PROCESS

1-grid was facing a very specific challenge with its current vendors: the backup processes were taking too much time. According to the company's Backup Administrator Stewart Chifamba, "because we were using a mixture of both R1soft and Microsoft DPM for Hyper-V, the restore process became complicated and tedious, especially for Linux systems. We couldn't simply just click to restore the VM, and it did not compress the whitespace resulting in excessive infrastructure requirements. With these limitations, it could take upwards of a week to actually restore a Linux VM."

Microsoft DPM had two other notable limitations. First, it couldn't support multiple restores on a single host, so 1-Grid had to wait on each individually which took time. Second, DPM couldn't support file-level

KEY CHALLENGES

- Lengthy backup and restoration time frames
- No centralized administrative console
- Increasing hardware requirements for backup
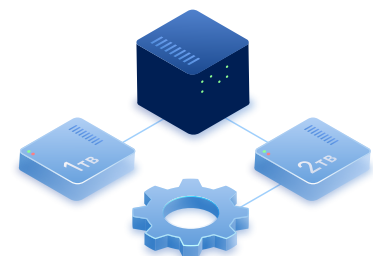
KEY REQUIREMENTS

- Faster backup and restore turnaround times
- Centralized administrative console
- File-level recovery for Linux VMs

PROTECTED RESOURCES

- Over 500 TB
- 2,000+ servers

KEY BENEFITS

- Daily operational efficiency gains of 90%
- Reduction in overall backup space
- 99% backup success rate

restores on Linux machines, which meant restoring the entire server for a single file.

Chifamba continues, "We really needed to improve our backup and restore times, and we also wanted file-level recovery when backing up Linux VMs instead of having to restore the entire machine." As a result, 1-grid began looking for alternative vendors and considered both VEEAM and Acronis.

THE SOLUTION: ACRONIS CYBER PROTECT CLOUD

With support for more than 20 virtual, physical, and cloud platforms, and a hybrid of on-premises and cloud backup capabilities, 1-grid determined that Acronis Cyber Protect Cloud was their ideal solution. Built for service providers from the ground up, Acronis Cyber Protect Cloud is a channel-friendly solution that features strong management, provisioning, and billing functions. Through a single, centralized management console, 1-grid is able to manage all of their backups and can recover individual files, application data, or entire virtual platforms.

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>
> **Stewart Chifamba,
> System Administrator**

Furthermore, Acronis Cyber Protect Cloud provides the flexibility for the company to restore data to the original or completely new destinations while managing data from a centralized location. This is in part because Acronis Instant Restore allows 1-grid to run a copy of your backup as a virtual machine directly from the backup storage without any data movement. Additional considerations like the built-in AI-based anti-ransomware and anti-cryptojacking defenses of Acronis Active Protection made the decision even easier.

THE BENEFITS: OPERATIONAL EFFICIENCY

Alongside the requisite training, Chifamba notes as a benefit their good partner relationship with local distributor Synapsys. Within four months, 1-grid had completely migrated to Acronis and now protects over

500 TB across more than 2,000 servers. Moreover, the company was able to significantly reduce the infrastructure it needed to manage its backups. Chifamba explains, "with R1Soft and Microsoft DPM, we continuously needed to add additional storage capacity particularly because whitespace was not compressed, but the switch to Acronis enabled us to reduce the amount of data being backed up and reduce the number of servers required by nearly half."

Most importantly, however, were the improvements in operational efficiency. Chifamba notes, "With a backup success rate of over 99%, we have reduced the amount of time it took to do daily backup checks by 90% with Acronis. This has a lot to do with everything being centralized into a single management console instead of having to login to multiple servers." He adds, "Acronis also helped us with file-level recovery for our Linux VMs."

Looking ahead, 1-grid is planning to expand its use of Acronis Cyber Protect Cloud by offering backup as a service to its customers, which would leverage existing integration between Acronis and cPanel.

ABOUT ACRONIS

Acronis unifies data protection and cybersecurity to deliver integrated, automated cyber protection that solves the safety, accessibility, privacy, authenticity, and security (SAPAS) challenges of the modern digital world. With flexible deployment models that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative next-generation antivirus, backup, disaster recovery, and endpoint protection management solutions.

Founded in 2003 and with dual headquarters in Switzerland and Singapore, Acronis is a global organization that is trusted by 100% of Fortune 1000 companies. Learn more at acronis.com.

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