



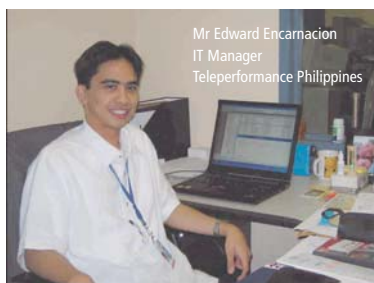
RECAP REDiSAFE: Simple, Secured, Cost-Efficient

"It really allows us to sleep well at night."

Just one week after a major file server crashed with complete loss of data, Teleperformance Philippine's new IT manager joined the company.

"For some reason, the backup was not able to restore all the files and much information was lost," said Edward Encarnacion. It was clear that an immediate priority for the new IT manager was finding and implementing a truly reliable backup and recovery solution.

Teleperformance Philippines, part of an international group of Customer Relationship Management and outsourcing call centres, was using a combination of tapes and optical media to backup critical business data. The process meant daily administration with media needing to be physically changed every night. "There were no processes and accountabilities in place to ensure that the physical change was done," said Encarnacion.



After looking at different options, Teleperformance selected the REDiSAFE Guardian W90 solution, a rack mountable standalone appliance with 600GB capacity and RAID 5 fault tolerance. They chose REDiSAFE for its minimal maintenance, clean business oriented processes and extensive automation.

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"With REDiSAFE, we were able to minimize the 'process' part of the backup strategy," he explained.

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Also, automating a lot of the parts of the backup process increases our physical security, since we are able to lessen the number of people that go in and out of the data center."

Teleperformance is one of a growing number of companies around the world who are choosing REDiSAFE for backing-up critical enterprise data. Other REDiSAFE customers include Keppel Corporation, Singapore Power, Travelex and LanTroVision

REDiSAFE revolutionizes backup and recovery for desktops and notebooks in an automatic and seamless manner for fast and up-to-date recovery. Coupled with ease of deployment, near-zero administration, data security and privacy, REDiSAFE provides the highest level of assurance at the lowest total cost of ownership.

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Apart from making back-up reliable and seamless, it is also easy to implement. According to Encarnacion: "Implementation was really easy, since installing and configuring the client software was a no-brainer." The system is also easy to use. As Encarnacion notes:



"A lot of the users take REDiSAFE for granted. They see the small 'i' in their task-tray and they're quite confident that their data is safe."

For busy IT managers like Encarnacion, zero maintenance is also a big selling point. "

The best feature for me, is the 'plug-and-forget' setup of the system. We plug it and forget about it, but we're sure that the backed-up data will be there when we need it."

With hardware engineered for speed and reliability, and a secured and robust LINUX operating system, the REDiSAFE box delivers lean efficiency for a highly competitive total cost of ownership.