![Retrospect - A StorCentric Company.]

BioKyowa Complies with Regulatory Agencies using Retrospect Backup

"We've used Retrospect for a decade. It's never failed. I've looked at other products, but Retrospect is so cost effective."

Mark Perkins
IT Manager at BioKyowa

BUSINESS BACKGROUND

BioKyowa is a health ingredients manufacturer that produces high-quality amino acides using advanced biotechnology for a wide range of products, including nutritional food supplements, cosmetics, and precursors for pharmaceuticals. Although they started as a single company producing a single product, they have expanded to multiple plants and thirteen different amino acids. Their products are in everything from energy drinks to IV solutions.

With these biochemical products, they are regulated by federal agencies and must adhere to strict protocols for all of their data. BioKyowa's IT deparment, led by Mark Perkins, manages 32 servers and around 50 TB of data, with a daily ingest of 100 GBs. These include on-premise servers as well as a subset in the cloud.

SCALING INFRASTRUCTURE

Since 2000, BioKyowa has scaled its infrastructure up from four servers to 32 servers. The IT department implemented Retrospect Backup over ten years ago, and since then, they have been able to protect all of their data, even as the volume and server number continues to grow. Retrospect Backup's ability to scale up has allowed BioKyowa to utilize a single instance to protect dozens of different servers.

"We've used Retrospect for a decade. It's never failed," said Perkins. "We had a malware scenario, and with Retrospect, we were able to restore and move on."

INDUSTRY
Biochemical

ENVIRONMENT
• 50 TB
• 32 Windows server
• 5 SQL servers
• 1 Exchange server

KEY CHALLENGES
• Regulation compliance
• Multiple offsite requirements
• 100 GBs per day

SOLUTION
• Retrospect Backup Multi Server for Windows with Exchange and SQL addons
• Available at $179 per month, $1,799 per year, or $2,999 perpetual

KEY BENEFITS
• Tailored backup jobs for specific servers
• Easy on-site and off-site strategies
• Customizable policy retention
• Retrospect Virtual for future virtual expansion

TAILORED JOBS

Efficient backups are critical to ensuring fast, frequent backups. "I like being able to tailor the job," added Perkins. "Excluding file types enables you to make your backup more efficient and a better quality. Our job in IT is to distingish between business continuity and disaster recovery. I worry about the disasters."

Retrospect Backup allows customers to tailor jobs to their data through selectors, where they can include or exclude data based on a wide range of criteria. BioKyowa uses selectors to only include data they need for complying with regulations. In addition, they use grooming to retain backups for seven years but delete the data after that. "We match our backups to the shelf life of our product to match the data retention with business needs," said Perkins.

Anything that can go wrong in IT will go wrong, so utilizing an offsite location is important for regulatory compliance as well. BioKyowa uses Amazon S3 for seamless cloud storage integration with Retrospect Backup. Retrospect allows customers to back up directly to the cloud or to back up locally and then transfer specific parts of the backup to the cloud with selectors. Transferring a subset of the backup allows for faster performance while offloading the work from the source computer.

COMPLETE SOLUTION

Notification and logging is just as important as backups.

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Mark Perkins, IT Manager

Businesses depend on knowing when something isn't right and what exactly happened. "I rely on the email notifications. I get the emails on my Apple watch. If I don't get the email by 6:30pm, I wonder what's going on," said Perkins.

Retrospect Backup's email notifications support per-operation emails as well as a daily summary. Retrospect also supports integration with services like Slack to trigger notifications based on specific pre-operation and post-operation hooks, like a backup completes.

When something does go wrong, IT administrators can call Retrospect's outstanding technical support team to diagnose the problem and get them up and running again. "Retrospect's tech support is really good," added Perkins.

ABOUT RETROSPECT

Protecting 100 Petabytes in over 500,000 homes and businesses in over 100 countries, Retrospect is dedicated to providing reliable backup and recovery tools for professionals and small-to-midsize businesses with Retrospect Backup and Retrospect Virtual, covering physical servers and endpoints, virtual environments, and business applications. With three decades of field-tested expertise, Retrospect meets the needs of organizations that require the highest level of recoverability. Retrospect is a proud member of the StorCentric family of brands.

www.retrospect.com