

## Acronis® helps Q-food® to cut recovery time from more than a day to 20 minutes



Q-food is a young and dynamic player in the Belgian food industry. Q-food's 160 employees are based in Lokeren where it produces beef products for healthcare and educational institutions. It also distributes premium products to restaurants, business canteens and other eating-houses. The company's key markets are Belgium, France and the Netherlands and it also works with clients in the United Kingdom and Germany.

### System uptime critical for Q-food's production and office environment

Walter Saerens is responsible for Q-food's entire IT environment and supports the organisation's production employees and the back office team. The staff are divided into two groups, 130 people working in the production facility and the other 30 working in the office.

Q-food's back office staff takes care of the organisation's marketing and sales activities, order processing, invoicing, process monitoring, and client servicing, so system uptime is critical. For the office staff, server downtime means that production data cannot be analysed and reported, and orders and invoices can not be processed. The result is that projects can not be finalised and new orders can not be initiated, and thus downtime could potentially paralyze the company's full operations.

An IT interruption in the production environment could also result in manually performing tasks that are normally done automatically, which dramatically increases the risks of (human) errors. The Federal Agency for the safety of the food chain (FASC), the Belgian food authority, require food processing companies to document and track all materials that are coming in and products going out of the production facility. If the systems are down, it is impossible to register products and track back any reported problems. This means the company is not compliant any more and risks serious legal charges or fines.

Q-food's IT systems consist of two HP Proliant DL380 servers, running five virtual servers, including a Domain Controller Server, a Microsoft Exchange email server, two Citrix XenApp terminal servers and an ERP database server. The Domain Controller server and the ERP database server ensure Q-food's industry compliance and guaranteed continuity of the complete workflow from order acceptance to production and distribution of products.

#### Organisation:

Q-food

#### Sector:

Food processing

#### Key Challenges:

- Increase uptime of IT systems for a 24/7 production environment
- Meet legal requirements of the food industry in Belgium
- Move from file based to image based backup for full system protection

#### Environment:

- Two physical HP Proliant DL380 servers
- Server environment virtualised on VMWare vSphere, running five virtual servers
  - Domain Controller Server
  - Microsoft Exchange Mailserver
  - ERP database server
  - two Citrix XenApp Servers
- fordynamic desktop access

#### Solution:

- Acronis® Backup & Recovery® 10 Advanced Server
- Acronis Recovery for Microsoft Exchange Server

#### Benefits:

- Server restore time reduced from more than a day to 20 minutes
- Easy to use backup and recovery solution
- Deployment of software and patch updates while the system is operational
- Maintenance of the system is simple and intuitive

### File backups just not sufficient

Previously, Q-food had a backup solution in place that only enabled file backup. The data that resided on two physical servers was backed up on tape on a daily basis. With the old setup, a quick and consistent restore of the full system was not possible. *“The recovery of data from tape was also time consuming,”* adds Saerens. *“We called in IT1, a value added reseller, to help us to improve our system uptime and backup and recovery capabilities.”*

Based on successful implementations, reseller IT1 came up with a tailored solution for Q-food. The reseller advised the food processor to virtualise their servers and purchase three Acronis Backup & Recovery 10 Advanced Server licenses. The server virtualisation and implementation of the backup solution went smoothly and was completed quickly.

### Email recovery

Q-food also chose for Acronis Recovery for Microsoft Exchange Server to run continuous backups of the Exchange mail server and Active Directory. *“The granular recovery capabilities enable us to restore down to a level of a single email, attachment or calendar item. In an organisation where processes are required to be well documented by law, this is a very useful feature,”* explained Saerens.

### Significant improvement in recovery times – from one day to just 20 minutes

*“I am extremely happy with the speed and ease of use of the Acronis backup solution. In the previous setup, a full restore could easily take more than a day. Today, using Acronis Backup & Recovery 10, we are able to recover the systems and data in just 20 minutes,”* said Saerens.

*“We still use tape as the secondary backup system and Acronis Backup & Recovery 10 fully supports this. Without any additional technology, we now have a failover system which improves Q-food’s recovery capabilities in case of an event,”* adds Saerens.

With Acronis Backup & Recovery 10 in a VMware environment, Q-food will be able to test new and updated applications in an isolated production environment without risking server downtime. Before, testing the restore solution was limited to a single file restore, because running image tests was just too complicated.

### Ease of use

*“Acronis® Backup & Recovery® 10 offers the key functionality that we need, including quick restore and ongoing system backups. Updating applications is trouble-free and the management and maintenance of the systems extremely easy. Our backup solution combined with our virtualised environment offer the flexibility and reliability that Q-food requires,”* concluded Saerens.

### About Acronis

Acronis is a leading provider of easy-to-use backup, recovery and security solutions for physical, virtual and cloud environments. Its patented disk imaging technology enables corporations, SMBs and consumers to protect their digital assets. With Acronis’ disaster recovery, deployment and migration software, users protect their digital information, maintain business continuity and reduce downtime. Acronis software is sold in more than 90 countries and available in 14 languages. For additional information, [www.acronis.eu](http://www.acronis.eu)). Follow Acronis on Twitter: <http://twitter.com/acronis>

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