

## Overview

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### The Problem

Blue Chip Technologies had an oil & gas customer using tape backup. Not only did they often overwrite previous backups, the tape backup method did not meet their certification standards. The customer needed an outside backup, with archiving. They asked Blue Chip to find and test a solution.

### The Solution

Blue Chip tested Carbonite Backup, but found it didn't meet all of the customer's requirements. They continued to search for cloud backup solutions and came across Infrascale. Infrascale Backup met all the customer requirements, plus it offered something they liked very much—unlimited archiving.

### The Result

After testing Infrascale Backup internally, Blue Chip became an Infrascale reseller and implemented the solution for their customer. With unlimited archiving offsite, they can go back & retrieve any data they need, from any point in the archive history. Because the backups are offsite, the Infrascale solution helps the customer meet their present certification requirements—and allows them to work proactively to satisfy future ones!

# You Can't Deliver Unlimited Archiving with Tape:

## How Blue Chip Brought Cloud Backup to the Trinidad Oil Sector



Tape backup has long served a vital purpose in safeguarding corporate data. But for a company in Trinidad and Tobago's oil & gas sector, tape backup had come to the end of its usefulness. It was up to Blue Chip Technologies, a local IT consultancy, to find them a solution.

### The Problem:

#### Inconsistent Tape Backup, Blocking Certification

Trinidad and Tobago is the leading Caribbean producer of oil and gas. It has many businesses dedicated to oil and gas production, as well as export. One such company, who we'll call Prime Oil, is a 500-employee oil outfit. They used weekly tape backups to protect all users' data.

#### However, they began to experience problems with this method:

- ➔ The tapes were rotated in a biweekly schedule. However, this rotation depended on an IT administrator manually changing the tapes. Sometimes they would forget to rotate, and accidentally overwrite the last backup.
- ➔ Tape rotations only allowed for 1 month of archiving.
- ➔ Data retrieval errors occurred a few times when trying to reclaim data from the previous month's backups.
- ➔ Prime Oil's ISO certification required an offsite backup to meet records safety standards. Tape backups didn't qualify.
- ➔ As the company grew, so did the amount of data generated. They kept running out of space on the tapes!

Prime Oil turned to **Blue Chip Technologies** for help. Blue Chip is a Trinidad IT consultancy, specializing in information systems analysis, design and support. When Prime Oil called, Blue Chip started by examining their infrastructure—cataloging the types of data they generated, the current backup's shortcomings, and the company's backup needs for present and future operations.





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**Andre Soodeen**

Manager - Blue Chip Technologies



**They determined that Prime Oil needed a backup solution which could meet these 4 characteristics:**

1. Off-site backup storage
2. Automatic backup routine
3. Fast uploads (Trinidad Internet speeds are good, but not great!)
4. Unlimited space option

Research brought them to cloud-based backup.

**The Solution:****A Cloud Backup with Unlimited Archiving**

Andre Soodeen, one of Blue Chip Technologies’ managers, started his research by searching for “online backup.” The first result was Carbonite. A cloud backup solution already! He signed Blue Chip up to test it internally. (As a consultant, it’s their job to test & verify the quality of any IT service their customers use.)

After the test, Blue Chip decided against recommending Carbonite to Prime Oil. While it met some of the requirements they set for Prime Oil’s new backup – off-site storage, automatic backup, an unlimited storage option – it was missing others. Archiving was available, but in a limited capacity. Its interface catered to the end-user, making it undesirable for enterprise-level configuration.

Finally, its backups took extremely long to upload! At the time, Carbonite throttled bandwidth used for backups. (This practice ended in late 2013.) Bandwidth throttling plus lower average Internet speeds in Trinidad and Tobago choked the Blue Chip test backups.

Next up in the Google results was the Infrascale Backup product. It met all of Prime Oil’s requirements, including unlimited archiving. Immediately, they knew this would appeal to Prime Oil.

“When I saw that [Infrascale] offered unlimited archiving, I thought that would be perfect for our customer,” said Andre. “It was a major selling point to convince us of the service’s value.”

As before, Blue Chip tested the cloud backup service internally. Setup was “fantastically simple”. The interface resembled traditional backup software, making it easy for Blue Chip administrators to familiarize themselves with it. Tests revealed a reliable backend, a straightforward setup process, and flawless backups. A data retrieval test gave 100% success.

Infrascale even offered a reseller program—something Carbonite didn’t have. Convinced they had a viable solution in hand, Blue Chip signed up as an Infrascale reseller and proposed the service to Prime Oil.



“Unlimited archiving will definitely appeal to all of our customers. Permanent storage of all their files, off-site with encryption built-in? It’s the best solution possible!”

**Blue Chip Technologies:**  
[www.bluechiptt.com](http://www.bluechiptt.com)

## The Results: Online Backup Storing All Data, Forever

The unlimited archiving convinced Prime Oil as easily as it did their consultants, who agreed to switch their backups to Infrascale Backup. Thanks to Blue Chip’s familiarity, the software was running in a matter of days.

All of Prime Oil’s computers are now covered by Blue Chip’s branded Cloud Backup from Infrascale. **It works exactly as expected:**

- ➔ Automated backup covering all systems.
- ➔ Data retrieval tests from backups worked every time.
- ➔ The unlimited archiving preserves all data. The space it uses doesn’t take away from the total storage available either.
- ➔ No history limit. With tape they were limited to 1 month of backup history. With Infrascale they have no limits.
- ➔ No bandwidth throttling in place to choke backup speeds.
- ➔ As it is an outside backup (with a fast upload speed), Prime Oil now meets its certification requirements.
- ➔ Infrascale Backup includes 3-tier encryption by default. That level of encryption means the backups allow Prime Oil to become HIPAA compliant. Which will come up later in their certification processes.
- ➔ They could keep using tape for local backup too, just in case!

With one customer covered & happy, Blue Chip is now talking to other customers in the Trinidad oil & gas sector, as well as the commercial. They expect Prime Oil is the first of many to appreciate their new cloud backup service offering.

*“Unlimited archiving will definitely appeal to all of our customers. Permanent storage of all their files, off-site with encryption built-in? It’s the best solution possible!”*

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