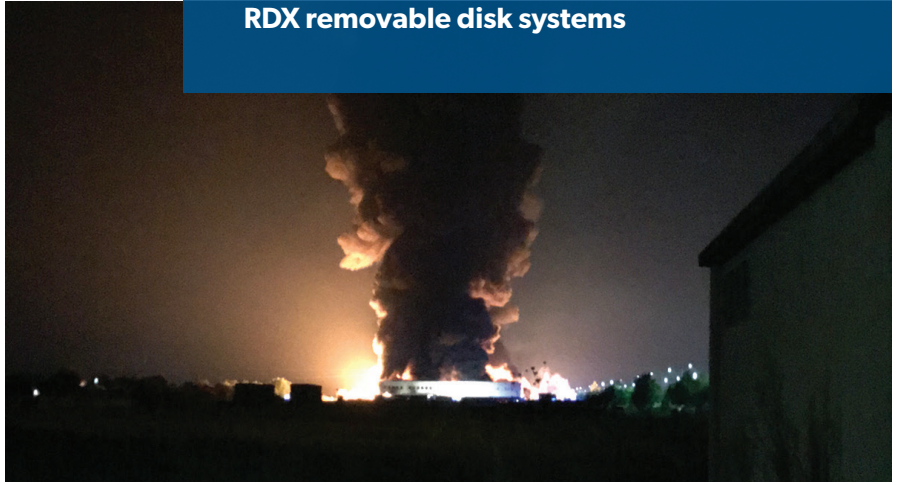# OVERLAND TANDBERG

Avoiding the consequences of a severe fire

Protecting a company's assets and data with RDX removable disk systems

Bitways, an IT company founded in 2011 in Faenza, Italy, demonstrates the courage and passion of a group of IT technicians who decided to combine their expertise and enter the market with a venture focused on the protection of privacy. This area represents, as shown by the recently enacted legislation that came into force a few months ago, one of the most important issues to be taken into account when developing IT systems.

Requirements

- Regular and automated backup of relevant business and customer data
- Data transfers to customers
- Off-site storage capabilities
- Fast recovery from disasters
- Short recovery time object
- Budget-friendly solution

Solution Overview

rdx® QUIKSTOR®

- RDX QuikStor removable disk systems
- Several RDX media
- Veeam Backup & Replication 9.5
- Daily full backup
- Media rotation with off-site vaulting for backup data

Providing a comprehensive solution

Bitways provides comprehensive solutions, from analysis and design according to customer needs, to the supply, installation and testing of specific products. The network architectures they design are based on: servers and storage, visualization, multiple OSs, Veeam backup software, Overland-Tandberg libraries and removable media appliances. Offered solutions range from a single physical server with local storage to enterprise solutions with a cluster of distributed servers, with one or more interconnected storage systems.

Preventive service instead of business outage

The daily challenge of Bitways is to protect their customers' data. In recent years, Bitways has increasingly focused on prevention rather than on-call services. Bitways wants to change the traditional customer-supplier relationship with companies. A customer should no longer call for a problem that may prevent them from working until a system engineer has resolved it. A systems engineer should notify the customer of a potential problem and plan preventive maintenance to avoid downtime.

Offsite-storage was key

The demands on performance and capacity are increasing, which is why Bitways was constantly looking for cutting-edge products for outsourcing backups. Bitways became aware of Overland-Tandberg through its distribution channels. "We chose to work directly with a provider that specializes in this type of products," said Mirko Guerra, CEO of Bitways. "We use external Overland-Tandberg RDX QuikStor systems and RDX QuikStation devices that are often combined with the NAS solutions offered by QNAP. Thanks to the seamless integration of the two solutions, we can offer our customers a holistic data protection package."

> "The recovery job was a success, and we would just like to say that our company never lost faith, nor will we over the coming days, months and years. Bitways has risen from the ashes of that fire like a phoenix; stronger than before and more united than ever. It serves as an example to all our clients because thanks to the disaster recovery technology applied on our own watch including RDX QuikStor and Veeam Backup & Replication, we have proved that not even devastating fires like the one that happened can bring a company to its knees, whether small or large in size."
>
> **Mirko Guerra**
> **CEO, Bitways Srl.**

RDX QuikStor from Overland-Tandberg is a removable disk storage system that provides robust, reliable and convenient data storage for backup, archiving and data exchange for small and medium enterprises.

The solution

Bitways uses Overland-Tandberg solutions with Veeam Backup and Replication software. Overland-Tandberg solutions enable them to export customer data, which is essential for the protection of data and company assets. The advantage lies in the fact they have a reliable and simple offering for exporting data without having to resort to expensive tape libraries, which are often not suitable for the SME market in which they operate.

The unforeseen disaster

On the night of August 8, 2019, the building where Bitways' offices are located burned down. Before assessing the damage suffered, Bitways had to keep focusing on their customers. And that is what happened, thanks to the strength and teamwork of the 13 members of the Bitways team, including the technical, commercial and administrative staff. EVERYONE rolled up their sleeves and worked towards one simple goal: to restore operations by 7:30 a.m. on Monday, August 12, 2019.

Trouble-free recovery

Using a hybrid solution with RDX cartridges and cloud storage in combination with Veeam backup software enabled data to be restored simultaneously on a physical server and in a cloud environment. In fact, it was essential for one of Bitways' customers to restore operations on a physical server in a secondary office without an internet connection.

The solution adopted with RDX cartridges proved to be highly versatile, and allowed Bitways to swiftly recover part of the VM in an extremely secure manner via the encryption of the data contained in the RDX cartridge, which was carried out with the Veeam Backup & Replication 9.5 software. It allowed Bitways to successfully complete the restoration of the virtual servers and their data, while retaining their network configurations and avoiding the need to perform any further operations.

> "We can't put a price on the peace of mind from having taken all our company data off-site, which is so critical for disaster recovery."
>
> Mirko Guerra, CEO, Bitways

A good partnership

"Bitways is a partner that has been collaborating with us for some time and has been able to align and adopt RDX solutions to complement its own services," says Paolo Rossi, Channel Sales Manager, Italy of Overland Tandberg. Rossi adds, "The Bitways team is made up of highly qualified personnel who are trained to support Overland-Tandberg's solutions alongside other storage vendors, both software and hardware. They provide their customers with a turnkey data protection solution that follows the 3-2-1 rule: providing three copies of data, saved on two devices with different technologies, one of which is offline and taken offsite. Thanks to the constant growth of RDX solutions installed over the last 3 years, Bitways Srl has become a recognized partner of Overland-Tandberg."