



## Fast and reliable recoveries to cloud move business ahead

Revelation Software Concepts protects their all-virtual environment and multiple SAP landscapes with faster backups and cloud-agnostic disaster recovery.



IT Software Development

Australia

### Business needs

Revelation Software Concepts wanted to develop and grow their business by developing a new cloud-hosted offering. But their data protection solution was unreliable and slow and did not offer the cloud-readiness they needed to meet their customer SLAs, protect their own site or develop a trusted cloud DR strategy.

### Solutions at a glance

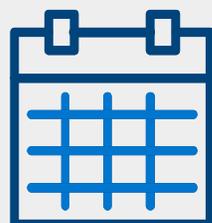
- [Dell EMC IDPA DP4400](#)
- [Dell EMC Cloud DR](#)
- [VMware Cloud on AWS](#)

### Business results

- Reduced weekend backup window by 94%
- Reduced nightly backup window by 72%
- Reduced local storage by 54% while doubling restore points
- Enabled 'cloud-agnostic' restores
- Reduced need for training for cloud initiatives due to familiar tools and skillsets

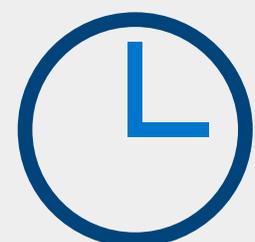
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Revelation Software Concepts (RSC), a software development company based in Victoria, Australia, offers their worldwide customer base automated SAP change management and control. After 20 years in operation, RSC is testing a hosted version of their trusted Rev-Trac Insights product and needed to implement a cloud disaster recovery (cloud DR) solution that would ensure their ability to stay functional and competitive while meeting their customer SLAs.

## A World of Challenges

As data drives more and more of business, most organizations have come to understand the need for data protection, whether from natural or human-made disasters. Recognizing that their need for fast, reliable backups and cloud-agnostic recoveries would not wait, RSC did not delay in looking beyond their poor-performing solution and investigating Dell EMC Data Protection. Here's how it went.

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Liam Furlong,  
IT Manager,  
Revelation Software Concepts

## Digital Transformation Required

To get both their hosted solution and their own DR strategy up and running, RSC faced three challenges: cost, competition, and the complexities of a multi-cloud world. On all three fronts, they were running into trouble getting the performance and reliability they needed from their existing data protection solutions.

“We were using Veeam,” explains Liam Furlong, RSC's IT manager, “and most weeks failing the backup window. Come Monday morning, backups were still running and performance was horrible. We'd even paid a lot of money to try and use Veeam's proprietary cloud solution, and it just simply never worked its way through the volume of data. We're only talking about maybe 20 terabytes, and it just never caught up.”

If disaster had struck and RSC had experienced a total loss of data, Furlong estimates that they would almost immediately have begun to lose tens of thousands of dollars an hour in lost productivity. And once their cloud offering was live, if their cloud system went down in whole or part, they would have a mere 14 minutes to meet their promised four-nines SLA.

With an urgency to implement fast, reliable data protection and cloud DR, RSC evaluated the Dell EMC Integrated Data Protection Appliance (IDPA) DP4400. They took into account all three of their data protection challenges: costs, competition and complexity. Did this solution solve their backup window and reliability challenges? The IDPA DP4400 checked all the boxes.

## Designed to Work, Everything Included

Exploring the IDPA DP4400 led to some initial culture shock, as RSC was accustomed to the Veeam model that required them to pay for everything but the agents. “I'm coming from a world where nothing ever worked in any meaningful time frame,” says

*“The backups never bleed into the workday anymore. It's hard to make it sound as good as it really is. The IDPA does its job perfectly.”*

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Furlong. “So I said, ‘I want as many agents as I can possibly get.’ And Dell Technologies said, ‘You can deploy as many as you want. The agents are free, and everything is included. You just pay for the product and then after that you can do what you want.’”

“It really spoke volumes to me to have something which was just designed to work, start to finish, no price gouging at every point. It’s a big part of why I defend this product over other products when I’m having conversations with my peers.”

## A Developer-Heavy Business and a Slew of SAP Landscapes

To ensure that their flagship Rev-Track software offerings meet all their customers’ needs, RSC runs an all-VMware environment with close to 500 SAP landscapes. “We have about 150 VMs, and run every kind of SAP you can imagine,” says Furlong. “The administrative overhead is significant.”

And RSC’s developers have considerable freedom in exploring tools, which adds to the complexity. “In some cases,” says Furlong, “we have applications doing critical things that I don’t even know exist. So, we’re looking to reduce the sprawl and consolidate. And we’re always asking – is this a good investment?”

For RSC’s complex environment, the answer was the IDPA DP4000. It provided RSC with visibility into their data protection environment from a central console, simplifying management and reducing the cycles Furlong’s team needed to monitor their environment.

## “It Was a Relief”

RSC replaced their Veeam solution by pairing Dell EMC data protection with VMware Cloud on AWS, providing a fast path to restored operations in the event of a disaster. With the IDPA DP4400, they back up everything as often as they want and still have room to spare in their backup windows.

RSC uses VMware Cloud on AWS for their DR site. Dell EMC Cloud DR copies their protected VMs from their on-premises IDPA DP4400 to the cloud for orchestration and automation of DR testing and easy fail-over to/failback from the cloud.

“It was a relief to know that we were using a platform we’re already familiar with,” says Furlong, “and could have full visibility into what was actually happening in the cloud.” Cloud DR also supports AWS and Azure, which gives RSC the additional assurance of a cloud-agnostic solution that would protect their data even if AWS experienced an outage.

Says Furlong, “Before, the prospect of syncing our data off-site was a dream. Now our backups are synced to the cloud with VMware Cloud on AWS as our target and standing by for Cloud DR, which we have confidence in because we’re able to test it regularly. We have one tool that takes care of our on-prem and also allows us to go on cloud. If we decide in the future we want to replicate to a cloud data center, we could do that too, without having to go down the path of another whole research and analysis project.”

## Smooth Deployment, Excellent Support

“Deploying the IDPA went very smoothly,” says Furlong. And, he was impressed with customer service from Dell Technologies. “We didn’t have to take out a service contract to get it done. We deal with a lot of different service providers and very few are as willing to climb into the pit. With Veeam, you could call if it was an S1, but nothing else. Whereas with Dell Technologies, I can call for anything and get a human on the phone to point me in the right direction. It’s hard to turn that into numbers in a benefits bullet point, but it’s important to me.”

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# The Transformation

With their active development environment, RSC has had several occasions to test their DR strategy, recovering their primary site to VMware Cloud on AWS smoothly. We have VMware on-prem,” says Furlong, “so once we’re up and running, it’s faster to restore, it’s faster to reconfigure the environment and easier for us to manage as long as we’re in the cloud. And then, finally, it’s easier for us to migrate back to our on-prem.

“We’re doing a restore with IDPA at least monthly. In software development, people are routinely testing and changing things. We could make them unravel the mistake, or we can just recover and go, which reduces the interruption to our productivity. If the worst ever happens, then we’re equipped to operate from the cloud within minutes, which we could not do before this solution.”

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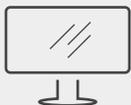
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RSC’s IDPA DP4400 is delivering substantial savings in the backup window, as well as local and cloud disk requirements and staff management time. In fact, they’ve reduced their nightly backup window by 72% and their weekend backup window by 94%. And they’ve reduced their local storage by 54% while doubling their restore points.

RSC has expanded the use of their IDPA DP4400, backing up laptops, SAP databases and servers. For this and other future uses, they’re comfortable in the knowledge that the IDPA DP4400 will take on future needs seamlessly. “The backups never bleed into the workday anymore,” says Furlong. “It’s hard to make it sound as good as it really is. The IDPA does its job perfectly.”

Reducing costs and complexity and enabling RSC to move forward with its innovative initiatives – with a relief from their worries about fast, reliable DR in a climate of uncertainty. The IDPA DP4400 provided the IT transformation they were looking for.

“We want to develop and grow our company,” says Furlong, “and one of the biggest challenges we face is making changes with confidence. One of the core pieces of our strategy is working with people we can trust. I was surprised how easy the deployment of our IDPA was due to the quality and responsiveness of the Dell Technologies global support teams. Honestly, I wish we’d started using it sooner!”



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