SEP The **Data** Protection Company

SEP sesam -
the Hero of your Data.

Successful companies and organizations trust
in SEP sesam backup solution

Paradigm

Backup for the IT service provider of the municipal capital region of Brussels: SEP Sesam does it with security

Paradigm is a public service provider in Brussels that provides and manages IT services for public institutions. Its main tasks include providing and securing the IT infrastructure and supporting the digital transformation. Paradigm works closely with partners to implement customized IT solutions, such as the SEP Sesam backup solution. The service provider is making a significant contribution to the modernization of public administration and plans to further improve its services with cloud solutions. Overall, Paradigm's IT services enable a more efficient and modern administration in the Brussels Capital Region. As part of the continuous optimization and assurance of data availability, Paradigm decided to implement the SEP Sesam backup solution from SEP AG. The integration of this solution represented a significant step towards meeting the growing requirements for data backup and recovery.

Paradigm had initially invited several providers to take part in a tendering process to find the most suitable backup solution. The focus was on IBM Spectrum Scale, EMC Networker and SEP Sesam. After a thorough examination, Paradigm decided in favor of SEP Sesam. A key factor in this decision was the compatibility with the existing infrastructure and the option to run the solution on SUSE Linux. ´We had to switch from our old system Carbonite because it was not compatible with SUSE Linux. We finally chose SEP Sesam because it offered the best conditions to meet our requirements,´ explains Abdelhafid Boudount, Head of IT at Paradigm.

The implementation took place in several steps. First, the new system was set up and operated in parallel with the old one to ensure a seamless transition. SEP Sesam is also used for virtual machines in order to utilize the existing hardware efficiently.

Challenges and solutions

A few challenges arose during implementation, particularly in relation to the architecture and the selection of compatible hardware. ´One of the challenges was integrating the solution into our existing infrastructure and ensuring that all systems worked together smoothly,´ reports Abdelhafid Boudount.

Another advantage of SEP Sesam was the ability to initially launch the solution with two LPARS and virtual machines, which avoided the need for expensive new hardware. Paradigm received support from their implementation partner Kangaroot, who provided advice throughout the project and ensured that all best practices were followed.

Operation and management

The day-to-day operation and management of the backup solution is extremely efficient for Paradigm. ´Normally we just have to make sure the disc storage is working and the solution itself is running. Most of the work consists of checking the status reports and checking that there are no errors,´ explains Abdelhafid Boudount. SEP Sesam enables Paradigm's SAP teams to manage backup sets directly from the SAP analysis studio. ´The system stops itself in the event of an error, and the management tool recognizes these errors and reacts accordingly,´ adds Abdelhafid Boudount.

Abdelhafid Boudount,
Head of IT of Paradigm

Users

Paradigm is a Brussels-based IT service provider for public institutions. Its main tasks include securing the IT infrastructure and supporting the digital transformation. Through close cooperation with partners, such as the implementation of the SEP sesam backup solution, Paradigm contributes to the modernization of public administration. In the future, cloud solutions will further improve the offering to ensure more efficient administration in the capital region.

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Initial situation

There were several challenges Paradigm faced, both in terms of data backup and IT infrastructure. The previous backup system was not compatible with the preferred SUSE Linux platform, which made it necessary to switch to a new solution. In addition, the data backup processes needed to be made more efficient and the systems modernized to cope with the growing volume of data and the need for fast restores. Paradigm was therefore looking for a powerful and compatible backup solution that could be seamlessly integrated into the existing IT infrastructure.

Solution

Paradigm decided to implement the SEP Sesam backup solution from SEP AG to solve the existing challenges, as it is compatible with SUSE Linux and meets the requirements for data backup and recovery. After a tendering process in which various providers were evaluated, SEP Sesam was chosen. The implementation began with setting up the new system in parallel to the old one to enable a seamless migration. The SEP server was used in virtual machines to utilize the existing hardware efficiently. Paradigm received support from their implementation partner Kangaroot, who ensured that all best practices were adhered to.

´We had to switch from our old system because it could not run on SUSE Linux. We finally chose SEP Sesam because it offered the best conditions to fulfil our requirements.´
Abdelhafid Boudount, Head of IT of Paradigm

Performance and efficiency

Remarkable progress has been made in terms of data backup and recovery. 'We have experienced two significant incidents where the system recovery only took around half an hour,' reports a delighted Abdelhafid Boudount, Head of IT. 'This shows how quickly and efficiently SEP Sesam works.'

The solution has also led to a significant 40% reduction in the backup window and a 30% reduction in storage requirements. 'These optimizations are proof of the effectiveness and efficiency of the SEP Sesam solution,' adds Abdelhafid Boudount.

Costs and support

Another important aspect in the choice of SEP Sesam was the cost-benefit ratio. 'Compared to our previous system, the costs have dropped significantly. SEP Sesam offers excellent value for money,' explains Abdelhafid Boudount. SEP's customer support also proved to be extremely helpful during and after the implementation. 'We made intensive use of SEP's support, both during the implementation phase and when problems arose. The answers were always correct and helpful,' emphasizes IT Manager Abdelhafid Boudount.

Future plans and conclusion

For the future, Paradigm plans to continue using and regularly updating the SEP Sesam solution. The implementation of SEP Sesam at Paradigm in Brussels has proven to be extremely successful. The solution not only provides reliable and efficient data protection, but also significant cost savings and a remarkable improvement in performance. The close co-operation with the partner Kangaroot and the support from SEP customer support have contributed significantly to the success of the project. Paradigm is optimistic about the future and plans to further expand the solution and adapt it to change requirements.

Customer environment

File system backups:

A full backup comprises around 40 terabytes of data, which is backed up as a full backup at the weekend.

Backup of important applications and systems:

- IBM Power, SAP S4 HANA, SLES

Hardware and storage:

Use of LTO-8 tapes for data backup.
A Fujitsu server serves as a backup server

SEP sesam:

SEP sesam Ultimate Edition
SAP S4 HANA, Suse Linux, Virtualization

'We have experienced two significant incidents where it only took about half an hour to restore the system. This shows how fast and efficient SEP Sesam is.'

'Compared to our previous system, the costs have dropped significantly. SEP Sesam offers an excellent price-performance ratio.'
Abdelhafid Boudount, Head of IT of Paradigm

'Every time we patch the system or upgrade to a new version, we see improvements in performance.'
Abdelhafid Boudount, Head of IT of Paradigm

SEP AG

SEP has been developing and selling enterprise-wide data protection solutions since 1992 and is headquartered in Holzkirchen near Munich. A branch office with support and sales team is also located in the USA. SEP AG is a manufacturer of backup and disaster recovery software solutions for the protection of all data. The backup solution SEP sesam is developed "Made in Germany" and supports a variety of virtual environments, operating systems, applications and databases - from development to support without backdoors. The universal support of complex system environments clearly sets SEP sesam apart from its competitors. Users appreciate the ability to consolidate multiple backup systems in just one centrally managed solution.

The immutable solutions, which provide unalterable protection for backup data even against ransomware, also contribute to additional security. SEP offers a GDPR-compliant cloud-to-cloud backup and data loss prevention solution for Microsoft 365, Salesforce, Google Workspace and Dynamics 365 with the SEP Cloud Application Protection Service (CAPS).

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