

Case Study: Rockwell Group

World-Renowned Design Firm Chooses Axcient for Reliability, Business Continuity

For the award winning architectural and design firm Rockwell Group, IT downtime and data loss is not an option. Among many widely-known landmarks and events, the firm’s resume includes the Kodak Theatre in Los Angeles, several sets for Academy Awards shows and numerous W Hotels. Even a Jet Blue Airline Terminal is Rockwell-designed. To get these and other projects done on time, Rockwell depends on its Director of IT Kenneth Mok to prevent IT downtime and ensure that the firm’s more than 10 terabytes of client data is always secure and available.

Cost of Downtime in the Design World

“We do projects all over the world,” said Mok, noting Rockwell’s offices in Spain and Shanghai. “The data we hold for our projects is very critical to our business, and we have to be up all the time.”

According to Mok, downtime and data loss within the design industry can “easily cost seven figures,” depending on the project. Mok trusts Axcient to help prevent such a loss.

IT Pro Knows the Value of Business Continuity

“Axcient automatically stores data on and off site,” Mok explained. “This is key for us because we absolutely need business continuity.”

Mok speaks from experience. Before Rockwell, he was the Director of IT for a company located inside the World Trade Center Towers.

“Believe me, I know about the importance of backing up data,” he said. “After 9/11 customers started asking, ‘do you have a business continuity plan?’ You never heard that question before.”

With Rockwell, Mok could not answer ‘Yes’ to this question while using a Symantec, tape-based data backup solution.

Unnecessary Costs with Tape

“Restoring files took about an hour,” he explained. “And whenever Symantec updates its solution it’s guaranteed to fail.”

Rockwell used 35-45 tapes per week totaling roughly \$1,500 per month on tapes and delivery, plus the cost of the Symantec subscription. Getting the tapes when Rockwell needed them was another story: “They would deliver tapes on Fridays. If we needed a tape before then, it would take four hours and cost an additional \$175,” Mok said.

Rockwell Achieves Business Continuity with Axcient

Things changed for Rockwell in September 2012 when it partnered with IT service provider Tukur Technology, who suggested Axcient.

rockwellgroup

Company

Rockwell Group

- New York-based international architectural and design firm
- Holds 10+ terabytes of client data

Challenge

- Tape backup was costly, time-consuming and unreliable

Solution

- Axcient cloud-based solution for complete business continuity
- Axcient 10 TB and 4 TB appliances for on-premise protection

Results

- Achieved verifiable onsite and offsite backups
- Cut restore time from 1+ hours to 5 minutes
- Eliminated cost of transporting tapes

“The data we hold for our projects is very critical to our business, and we have to be up all the time. Downtime and data loss in the industry can easily cost seven figures.”

– Kenneth Mok
Director of IT
Rockwell Group

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“Axcient is what we were looking for. It automatically takes our data offsite straight from the onsite appliance,” said Mok. “It’s easy to set up, and they’ve completely simplified the scheduling and restoration procedures. Verification with Axcient is easy, too. If I have 15 jobs, I get 15 messages, and I know right away that they’re all verified.”

Time Savings, Peace of Mind

In addition to easier processes, Rockwell is saving significant IT maintenance time today with Axcient.

“When restoring files, Axcient takes about five minutes compared to an hour in the best case scenario with Symantec,” Mok said. “The biggest thing for me is that I know our files are secure and our business is up.”

“With Axcient, our data is onsite but it’s also automatically stored offsite. This is really key for us because we absolutely need business continuity.”

– Kenneth Mok
 Director of IT
 Rockwell Group

About Axcient

Axcient is an entirely new type of cloud platform that eliminates data loss, keeps applications up and running, and makes sure that IT infrastructures never go down. Designed for today’s always-on business, Axcient replaces legacy backup, business continuity, and disaster recovery software and hardware, and reduces the amount of expensive copy data in an organization by as much as 80%. By mirroring an entire business in the cloud, Axcient makes it simple to access and restore data from any device, failover IT systems, and virtualize your entire office with a click - all from a single deduplicated copy. Trusted by thousands of businesses to store and protect more than 10 billion files and applications, Axcient maximizes productivity, reduces cost, and eliminates risk. Learn more at www.axcient.com.