

# IPS managed to reduce downtime and costs **with Arcserve UDP**



## CLIENT PROFILE

**COMPANY:** Instituto de Previsión Social (IPS) [Social Security Institute]

**SECTOR:** Social security and pensions

**EMPLOYEES:** Over 16,000



### COMPANY:

The Social Security Institute or IPS [Spanish Acronym] is the organization that manages Social Security and Pensions in Paraguay.

### CHALLENGE:

To rely on a fast, robust, and easy to implement solution with the least possible impact on services.

### SOLUTION:

The company chose Arcserve UDP to safeguard its IT systems.

### BENEFITS:

Arcserve UDP allowed the company to reduce costs and backup time, and to speed up the information recovery process.

### COMPANY:

The Social Security Institute or IPS (Spanish Acronym) is the organization that manages Social Security and Pensions in Paraguay. It was established by Decree Law No.18071 on 18 February 1943, to provide for the health protection of paid workers in Paraguay. Currently, IPS has over 100 assistance centers and more than 16,000 employees all over the country. Its main growth area is health, with new services, in addition to more assistance centers and new insured groups.

IT management has the duty to provide resources and capabilities to technologically assist and support the business processes. In this regard, the alignment between business and technology, through a business architecture model, allows them to better adapt to changes, make the processes more efficient, manage the



information strategically and to make a contribution to the generation of knowledge, which is a key component in innovation.

Furthermore, the IT department assists the business units in becoming more productive and profitable and it provides tools and solutions which help the company. Thus, it is a key component in the Company's success differentiation strategy.

### CHALLENGE:

IPS was seeking to acquire a fast, robust, and easy to implement solution with the least possible impact on services.



The IT department contributes by improving the processes and providing tools and solutions which help the company.

– **Francisco Santacruz | Head of the IT Department**



In the early stages, IPS managed the routine security backup through another tool provided by another manufacturer, which consisted in programed tasks. They had a basic and manual plan. For example, their recovery plan consisted in restoring the files from the backup after a reinstallation of the operative system, but this process could last between 5 and 6 hours, which caused a big impact on its applications since the services would take hours to reboot.

In this context, IPS lost some disk arrays and they failed to restore all of the information. Therefore, they decided to put an end to its use because of the difficulty to manage it and the excessive recovery time, in addition to maintenance difficulties and the fact that this service no longer met their needs.

### SOLUTION:

IPS analyzed three solution alternatives, Arcserve UDP met the expectations of the company due to the simplicity and robustness of the tools. The implementation took place between September and December 2016.

Firstly, the agents were installed in the physical devices. Then, the hypervisors were integrated to perform the VMs' backup. After that, execution plans were created and finally, everything was properly functioning without affecting the infrastructure.

Currently, IPS is installing an RPS server in another location in order to have high availability of the backup.



Our backup used to last between 24 to 26 hours. After the implementation of UDP, our backup is finished in 1 hour maximum.

– **Francisco Santacruz | Head of the IT Department**



The Company has approximately 50 devices, between physical and virtual. With Arcserve UDP they perform backup and restoration of files or entire devices and with Arcserve UDP Premium Plus they protect around 20 critical applications.

### BENEFITS:



Arcserve UDP allowed us to save time, reduce costs and devote ourselves to more routine tasks.

– **Francisco Santacruz | Head of the IT Department**



The implementation of Arcserve UDP allowed IPS to meet its goals. Firstly, it reduced considerable costs in resources, disk storage space and the staff that managed the security copies. Furthermore, it managed to reduce the type of security copies and information restoration.

On the other hand, IPS minimized the IT attack risk, achieved higher speed in restoration responses, reduced downtime and complied with the SLAs.

### About One S.A.

It is made up by a team of professionals with more than 20 years of experience, who are committed and focused on meeting the goal. Their goal is to exceed customer expectations in the delivery and final implementation of the projects, aligned with its vision and values, by seeking excellence and a high degree of commitment to succeed in the implementation of our customer's projects.

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