

Retailer slashes backup time and costs

Super Selectos cuts database backup time from one week to just one day and slashes costs by 70 percent with Quest® data protection technology.



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Jorge Martinez,
IT Administrator, Super Selectos

CUSTOMER PROFILE



Company	Super Selectos
Industry	Retail
Country	El Salvador
Employees	3,300
Website	www.superselectos.com

BUSINESS NEED

Super Selectos needed to improve its database backup and recovery processes to avoid data loss and keep pace with business growth.

SOLUTION

The company deployed a powerful Quest data backup and recovery solution to streamline backup and recovery.

BENEFITS

- Avoids millions of dollars in lost business due to data loss
- Cuts database backup time from one week to a day
- Reduces backup and recovery costs by 70 percent
- Helps drive 10 percent annual growth and expansion to new markets

SOLUTIONS AT A GLANCE

- [Data Protection](#)

Fast-growing companies need data protection that can keep pace. Super Selectos, the largest supermarket chain in El Salvador, is in major growth mode. The 98-store chain is expanding at a rate of 10 percent each year. Because of this rapid business growth, the company's point-of-sale data collected online and from stores has also grown exponentially.

However, Super Selectos was struggling to effectively back up its Oracle and Microsoft SQL Server databases. "We had an obsolete tape-based solution that we had to troubleshoot all the time," says Humberto Della Torre, an IT manager at Super Selectos.

As a result, the company could back up data only once a week. "Backups took so long that we only did them on the weekend, because the tape drive solution's performance wasn't fast enough. And we also risked losing a week's worth of data because of the aging hardware," Della Torre says. "We also needed to have shorter backup windows, because there were higher costs associated with the larger windows."

A FAST, EFFECTIVE SOLUTION WITH IN-LINE COMPRESSION AND DEDUPLICATION

After evaluating data backup and recovery solutions from several different vendors, Super Selectos chose the Quest® DR4100 Disk Backup Appliance, which acts as a target storage repository for backup data coming from the backup application.

The backup-to-disk solution features in-line compression and deduplication capabilities designed to optimize storage utilization and reduce WAN bandwidth requirements. Therefore, Super Selectos can more easily and quickly back up its 22TB of business data — without needing to take its systems offline.

REDUCING THE RISK OF LOSING DAYS OF DATA AND MILLIONS OF DOLLARS IN LOST BUSINESS

With the DR41000 appliance in place, Super Selectos is now able to back up its Oracle and SQL Server databases faster than before. "We are backing up our full database in real time every day because of the fast speed and reliability of the DR4100, instead of once every week like we did before," says Jorge Martinez, an IT administrator at Super Selectos. "We estimate an 80 percent increase in backup productivity with the DR4100. As a result, we no longer risk losing a week's worth of business data and potentially millions of dollars in lost business."

Plus, because the company's IT staff no longer need to spend their time managing the data backup process, they can focus on driving the business forward. "We've automated backup and recovery tasks using the Quest backup monitoring software, so we can spend more time analyzing new solutions that improve the business," says Della Torre.

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*Humberto Della Torre
IT Manager, Super Selectos*

PRODUCTS & SERVICES

HARDWARE

[DR Series Disk Backup and Deduplication Appliances](#)

DRIVING DOWN BACKUP COSTS BY 70 PERCENT

Super Selectos is also seeing a reduction in costs because it no longer needs to acquire tape drives. “We have reduced our operating costs by 70 percent with the DR4100, because we stopped using tape drives that were expensive and hard to find, and because we reduce the storage space through compression,” Martinez says.

The company is also saving money by cutting backup times. “Previously, the backup windows were much longer, so we had to have a person available to monitor the backup process overnight on a weekend,” says Della Torre. “We have been able to save money by eliminating that need and redirecting the person to more high-value projects.”

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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