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# Calderon Textiles protects its **critical business systems** with disaster recovery solution

Case Study





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## Overview

- 50-person wholesale textiles company in Indianapolis, IN distributes globally
  - Implemented co-managed cloud backup and disaster recovery solution
  - 1-hour Recovery Time Objectives for high priority servers, with Recovery Point Objective of previous night's backup
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## Summary

Calderon Textiles, a global wholesale distributor of commercial linens headquartered in Indianapolis, IN, relies on its on-premise ERP data to remain in business. The company needed a cost-effective and easy-to-manage alternative to nightly off-site couriers of backup tapes, without having to invest in more hardware. Echopath implemented a co-managed cloud backup and disaster recovery solution that provides continuous data protection, as well as a Remote Virtual Disaster Recovery (RVDR) of nightly bare metal restore backups. Today, in the event of a disaster, Calderon Textiles would be able to get its user back to business within three hours.

# Overview

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## Customer Overview

For Calderon Textiles, efficiency is everything. Success or failure, profit or loss, customer loyalty or churn all hinges on the company's ability to manage its operations' data on a minute-by-minute basis. Like a lot of companies today, if its systems go down, it's out of business.

Calderon Textiles is a wholesale distributor of commercial linens to the hospitality, health-care, textile rental, cruise line and retail industries. Founded in 1983, Calderon distributes globally a wide range of linen products from towels and bed sheets to aprons and microfiber mops; its retail arm stocks branded products in stores like Walmart and Target. With about \$70 million in annual revenue, the private Indianapolis, IN company operates with nearly 50 employees.



Calderon operates with two warehouses in Indiana and Pennsylvania, and multiple third-party logistics hubs located near major customers, priding itself on providing guaranteed response in 24 hours and same-day shipping of products ordered before noon.

## Business Situation

When Bob Cameron joined Calderon Textiles as Director of IT in December 2011, a top priority was to bring their hosted Enterprise Resource Planning (ERP) system in-house for more flexibility and control. But having the ERP onsite raised new requirements for improved backup and disaster recovery. In Indianapolis, disaster planning is highly necessary risk management, especially during tornado season.

“We have tornadoes here all the time in the spring. They could wipe this building out overnight,” says Cameron. And without its ERP? “We’d be out of business.”

At the time, backup tapes were taken off-site only once a week, which raised flags to Cameron. “Say they pick the tapes up on Wednesdays,” he says. “What happens if a tornado hits the building on a Tuesday?” To ensure an up-to-date copy of company data would be available should something occur, Cameron instituted nightly backup couriers.

But Cameron still wished he could do away with the tapes altogether and transfer backups offsite electronically. One solution was to buy his own remote datacenter just for disaster recovery. “But we don’t want to be in the hardware business,” says Cameron. “You’re going to have to replace it again and again to stay compatible.”

# Solution

When Cameron started evaluating Echopath's co-managed cloud backup and hosted Data Recovery as a Service (DRaaS), he quickly realized there was a superior alternative. More automated and less expensive, the integrated solution would ensure all of Calderon Textiles' 4 TB of data was protected without Cameron having to manage more hardware. "With Echopath, it's all their hardware," he says. "All I have to do is pay a fee every month to get our DR site up and running."

Cameron and Echopath used a phased approach, installing a premise-based backup server with industry-leading Asigra Cloud Backup software. Within two weeks, Calderon Textiles discontinued tape backups and went 100% electronic. "We test once a week by restoring a couple of files to make sure everything is copacetic," says Cameron. "We monitor everything."

With cloud backup in place, attention shifted to a full disaster recovery configuration, so that Calderon Textiles would be able to completely restore all the data stored offsite via Bare Metal Restore (BMR) nightly backups. "We've determined we could be down for a day and survive," said Cameron. "But with Echopath, we could be up and running much quicker than that."

"From the time we declare an official disaster, we should have our users back to work within a six-hour window."

Echopath contributed to Cameron's new detailed disaster recovery plan and have established 1-hour Recovery Time Objectives (RTO) for the Exchange and ERP servers, with a Recov-

## Calderon Textiles IT environment

- 25 virtual machines running on three servers
- ERP
- Exchange server
- SQL server
- Terminal server operating remote desktops



## Echopath Cloud Backup and DRaaS

- Co-managed solution gives Calderon Textiles the power to control backups with Echopath as support
- Premise-based backup server with Linux- and Windows-based clients powered by Asigra Cloud Backup
- Disaster Recovery (DR) managed by Echopath using Remote Virtual Disaster Recovery (RVDR) method
- Bare Metal Restore (BMR) nightly backups
- Continuous Data Protection (CDP) for real-time data backups

ery Point Objective (RPO) of the previous night's backup. "Within two to three hours, we can have people connecting through email," says Cameron, "and once we give them the word, they start taking orders again."

# Results

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Within 30 days of signing the contract, Calderon Textiles was fully protected with on-premise Continuous Data Protection, which backs up data in real time as it is created to reduce the risk that data will be lost, and disaster recovery data secured at Echopath, with a single secure external IP connection through Calderon Textiles firewall.

Fortunately, Calderon Textiles has never had to declare an actual disaster, although they work closely with Echopath to conduct thorough testing of DR annually. As a co-managed solution, it's Cameron who monitors the daily progress of backups, although he is also able to see what's running in Echopath's DR site. "I get emails from all those jobs," says Cameron, "and if I see a couple failures that Echopath hasn't gotten to me yet, I will forward them over. We work together on it, it's been good."

After more than two years, Cameron has been impressed with Echopath's solution, which is powered by Asigra Cloud Backup. For the most part it just runs in the background.

"It's been easy for me to manage what I have to manage, and when I talk to Echopath, they've been quick to respond to any little issues that come up."

But this is not a case of out-of-sight, out-of-mind. In fact, DR is never far from Cameron's thoughts. "Everything we do now takes into consideration how it will affect our disaster recoveries," says Cameron. "Before, we never thought about it. Now every time we add a server or make changes in the system, we ask ourselves, 'How does that affect our disaster recovery?' From that standpoint, just the fact that we've implemented disaster recovery has made us think differently. We have to."

Take it from someone operating in "Tornado Alley": disasters can strike without warning, but an efficient and easy-to-manage recovery plan will help you be ready.

## About Echopath

Echopath is an IT services provider specializing in Enterprise Data Backup, DRaaS (Disaster Recovery as a Service) and IT Managed Services. Echopath stands out from the crowd by not just selling software, but by co-managing a solution. Based in Indianapolis, IN, Echopath is dedicated to protecting client's data's confidentiality, integrity, and availability.

**Our co-managed solution provides the support organizations need for hassle-free backup and disaster recovery.**

**For more info, visit: [echopath.com](https://echopath.com)**

To speak with a specialist, call: 855-337-2225