

# TeleChoice International sticks with Asigra private cloud for reliable offsite backup

## Overview:

TeleChoice International Limited is a regional provider and enabler of innovative communications through its three main business divisions, Personal Communications Solutions Services, Network Engineering Services, and Telecommunications Services. As a Main-Board listed public company in Singapore, Telechoice is acutely aware of its duty to have in place a disaster recovery and data backup strategy beyond reproach.

## The Challenge:

When Wong Keng Wan joined TeleChoice as the Senior IT Manager, he inherited a modest implementation of the Asigra backup platform that had been installed two years earlier by the former manager. Being new to Asigra's Cloud Backup technology, he decided with the help of two other staff members to carry out a comprehensive evaluation of the Asigra solution to measure its efficiency, reliability, and ease of implementation. It was important that he be able to justify the operating cost of Asigra's backup technology compared to traditional tapes.

"Every day, we have to back up 300GB of [compressed, de-duplicated, encrypted] data from key users of Exchange, Navision, PostGres and file servers – the first two are the most important. We use Exchange for internal and external communication. While Navision is where we create and access reports, documents and interaction records between us and our customers, track our assets and inventories, and manage our products and services", he said.

Keng Wan has to make sure that every bit of data in the 45 key servers he manages is consistently, unfailingly, and securely backed up every day – and always to the service standard that TeleChoice and its I.T. auditors require.

He also needs to proactively ensure that his department is prepared and able to recover critical management data and all associated emails in the event of IT systems failure within the timeframe expected by his internal and external stakeholders.

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Wong Keng Wan, Senior IT Manager

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Keng Wan needed to decide if the company should stick with the Asigra solution or even expand its use to protect more of the company's critical servers.

## The Solution: Asigra Private Cloud

To check whether Telechoice was employing the most reliable and reasonably-priced backup solution, Keng Wan decided to consult with vendors offering competing tape and disk backup solutions. “All the other vendors told me to just stick with Asigra because it’s definitely good and reliable. And if I choose tape or [VTL] disk over Asigra, it’s like going backwards. I found myself agreeing with them, which is why I continue utilizing Asigra up to now.”

Wong felt that it was also important to educate his senior management to make them understand the benefits of having a fast and reliable data backup and restore system. He wanted to explain the difference between tape and cloud backup, and how cloud backup works; otherwise, “they will never know the pains that the IT personnel go through.”

“One of the key characteristics that we really like about Asigra is how you can easily and quickly restore data. There are many other options that you can use to back up your data, but how long the restoration and recovery processes take is always the question”, Wong said as recounted his experience with tapes through his years in IT management. “It’s really quite a chore to handle tapes. There was a time when I had to do 20 tape backups [every week]. There was no problem with capacity – no limitations – but you have to load tapes every now and again. With Asigra, there is no need to load tapes anymore. You get to have duplicate copies of your data at a local storage location which allows you to quickly restore files.”

Armed with a firm understanding of how the Asigra solution works and the key benefits it provides over traditional tape backup, Keng Wan decided to expand the use of Asigra in the organization by adding more capacity and backing up more servers. “Forget about the tape, it was a nightmare working with it. I must say that Asigra is one of the best things I have implemented so far – I have no complaints. Asigra is very reliable and I am pleased with the Pantropic team’s expertise in

providing technical support”, he said appreciatively.

Keng Wan attests to the reality that Asigra helps ensure TeleChoice meets the service standards expected of the organization thus upholding the reputation of the company. With Asigra’s impressive functionality which “tells you which applications [backups] are not working properly, performs scheduled data integrity checks, provides full reports and does almost everything”, it gives him the utmost confidence in the chosen backup system.

## About Pantropic:

Pantropic Online Pte Ltd is a specialist in data protection and disaster recovery planning. Pantropic helps MNCs and SMEs in Singapore and the South East Asian region to protect their critical business data and keep their applications up and running by providing a suite of enterprise solutions and managed services. Pantropic markets the Asigra solution as a cloud service under its own brand name ATEGO™ Cloud Backup.

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## About Asigra:

Founded in 1986, Asigra is the award-winning specialist in agentless distributed data backup and recovery solutions for network computing. With Asigra’s Cloud Backup software, enterprises and service providers can reliably protect mission-critical information across all their geographically dispersed "data islands," whether those islands reside on servers, desktops or laptops. The privately held company is based in Toronto, Canada.

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