

# Software-defined backup solution pays dividends for global bank

Banco BISA reduces risk, speeds up data recovery by 4 times and cuts costs by replacing a tape-based backup system with Quest® QoreStor®, which can run on the bank's choice of platforms.



Country: **Bolivia**

Employees: **2,000**

Industry: **Financial Services**

Website: [bisa.com](http://bisa.com)

Ransomware and increasing corporate outages are prompting global organizations to reexamine their backup technologies, including their ability to protect data for the long term and restore it fast enough to ensure business continuity. That's because many organizations have learned that their solutions don't meet today's requirements — and have suffered consequences as a result. For example, a 2020 survey by Sophos reveals that 51% of respondents have had ransomware infections, and only 56% of those organizations were able to successfully restore systems from backups. Additionally, the Uptime Institute reports that in 2020, a third of corporate respondents had a major system outage, and 75% of those outages were preventable.

## Business needs

Banco BISA is Bolivia's third-largest bank and the winner of the LatinFinance 2019 Bank of the Year award. To ensure business continuity, lower costs and reduce risk of data loss, the bank needed a more modern and flexible backup solution.

## Solution

The bank replaced its tape-based backup system with Quest® QoreStor®, a software-defined backup solution that can run on the bank's choice of servers, storage, public cloud and virtualization technologies. They also changed their EMC Data Domain to QoreStor where they had their one-month backups as hot data and then sent them to tape after 30 days for permanent backups.

## Benefits

- Restores data more than 4 times faster
- Triples the number of systems backed up each day
- Eliminates risk of tape degradation and loss
- Saves time and boosts agility
- Reduces costs and complexity

## Solutions at a glance

- Quest® QoreStor®

Acutely aware of these trends, Bolivia's Banco BISA wanted to minimize risk while also accelerating restoration times, improving flexibility and lowering costs. José Luis Borja, manager of central infrastructure at Banco BISA, says, "We deliver digital banking solutions for very large companies as well as for consumers, and many of our customers choose us because we have always been technology innovators. With ransomware becoming widespread and data-retention regulations expanding, we needed greater agility in how we give employees and customers fast, continuous access to their apps, data and services."

The bank's tape-based backup system, which had been the gold standard for decades, was no longer the most effective option. Tapes require complex, hands-on management and restoration processes involving temperature-controlled off-site storage and transportation. The bank's backup technologies also included numerous generations of drives, tapes and storage robots that were not all compatible with one another. To protect its investments and its ability to restore any files, the bank was spending increasing amounts of money just maintaining its legacy drives and robots, even though they delivered significantly slower backup and restoration times compared with newer technologies. Additionally, tapes degrade over time and can be lost. So when the bank learned that Bolivia would likely increase data retention requirements from 10 to 20 years, Banco BISA knew it was time to move all its data off tapes.

### **A more agile, cost-effective platform for mission-critical backups**

Banco BISA's IT team evaluated backup solutions including Quest® QoreStor®. The bank already uses other Quest technologies to manage its mission-critical Oracle and SQL Server Enterprise databases, including Toad® by Quest SQL Optimizer for Oracle and Spotlight® on Oracle. Software-defined QoreStor could also easily scale to back up the 900TB of data from the bank's mainframe, UNIX and x86 systems.

After extensive tests, Banco BISA chose QoreStor. "In reviewing backup technology options, we looked at their implementation requirements, ease of use and cost," says José Luis Borja. "Because it's hardware

agnostic, we can run Quest QoreStor on our choice of servers, storage, public cloud and virtualization platforms. This gives us a lot of flexibility and choice in where the solution runs and where we store backups. QoreStor also works with our Veeam backup tool and provides the best cost benefits compared with all the other products we tested."

“**Because it's hardware agnostic, we can run Quest QoreStor on our choice of servers, storage, public cloud and virtualization platforms. This gives us a lot of flexibility and choice in where the solution runs and where we store backups.**”

*José Luis Borja  
Manager of Central Infrastructure, Banco BISA*

### **Direct backups and double encryption boost protection and save time**

In just 13 weeks, Banco BISA deployed QoreStor on four x86 servers in active/active configurations at two separate sites. Working with Quest partner Chccc Consultores SRL, the bank consolidated its three-step backup process into two steps. So instead of backing up data to an intermediary system and then transferring files to tapes, the bank backs up data directly to QoreStor. Additionally, the bank configured QoreStor and Veeam Backup & Replication to encrypt data twice, which increases protection against unauthorized access.

### **Bank restores data more than 4 times faster**

With QoreStor, the bank can restore data in minutes versus hours or longer. José Luis Borja says, "It used to take 4 hours to restore 1 terabyte, but that includes the time we spent loading data from tape to our target backup system. With QoreStor, we can fully restore 1 terabyte in a few minutes, in one direct step." Additionally, QoreStor's flexibility in where it runs and stores data ensures that the bank can continue to take advantage of faster on-site or cloud-based platform options in the future.

### **Triples the number of systems backed up each day**

Banco BISA can now perform more backups. Not only does the new solution run on high-speed servers, but IT staff also minimize the amount of data sent in backups using tools for deduplication. José Luis Borja explains, “We can send more data at the same time with QoreStor without interrupting application performance for our employees and customers. As a result, we have tripled the number of systems we back up in real time, which improves our data protection levels.”

### **Cuts risk, complexity and costs**

By storing backups on servers or storage arrays, Banco BISA has eliminated potential data loss risks from tape degradation or inadvertent tape misplacement. And IT staff have recouped the time and money they used to spend managing and maintaining multiple generations of tape technologies across different storage sites. “Disks are more

**It used to take 4 hours to restore 1 terabyte, but that includes the time we spent loading data from tape to our target backup system. With QoreStor, we can fully restore 1 terabyte in a few minutes, in one direct step.**

*José Luis Borja  
Manager of Central Infrastructure, Banco BISA*

cost-effective than tapes, and we no longer have to rent facilities where we can store them at the right temperature,” says José Luis Borja. “QoreStor is also considerably easier to manage than our tape-based solution.” IT teams control enterprise backups from one console. There are fewer processes to complete. And IT staff no longer have to manage legacy tape drives, tape robots and physical tape inventories. He concludes, “Software-defined backups with QoreStor make it easier for us to protect data against emerging threats and provide customers with highly competitive, always-available services.”

**Software-defined backups with QoreStor make it easier for us to protect data against emerging threats and provide customers with highly competitive, always-available services.**

*José Luis Borja  
Manager of Central Infrastructure, Banco BISA*

### **About Quest**

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.