

UDLAP Drives Business Continuity and Cost Savings with Public Cloud and Rubrik

UDLAP®

INDUSTRY

Education

RESULTS

- Hybrid cloud architecture with Azure and AWS
- Faster restores to avoid downtime
- 52% reduction in backup management time

THE CHALLENGE

- Inability to adopt hybrid cloud with legacy solution
- Lengthy, unreliable recovery process
- Inadequate support

BUSINESS TRANSFORMATION

With Rubrik, UDLAP is able to accelerate their adoption of hybrid cloud, ensuring availability of numerous online student resources and achieving cost savings with low-cost cloud storage. With Rubrik's quick and reliable restores, UDLAP can minimize the financial impact of downtime in their environment and is able to support their reputation as one of the best private universities in Latin America.

Universidad de las Américas Puebla (UDLAP) is a Mexican private university located in San Andrés Cholula. Established in 1940, UDLAP is one of only seven universities in Latin America accredited by the Southern Association of Colleges and Schools. It is considered one of the most prestigious universities in Latin America and is consistently ranked among the best private and single-campus universities in Mexico by El Universal. They currently offer 60 undergraduate, 20 masters, and 4 PHD programs.

Fernando Thompson, CIO, and his team support nearly 30,000 users, including faculty, parents, alumni, and 9,500 current students. "Our goal as an IT team is to offer available and secure services to our employees and students," Thompson said, "but our responsibilities also map back to our larger goal as a university, which is to be recognized as one of the top 100 universities for U.S. students. Enabling UDLAP to reach that goal starts in our department, and utilizing best-of-breed solutions like Rubrik will help us get there."

Over the past few years, Thompson has invested 40% of his team's budget in academic software. "Using technology to enable our students in their chosen career paths is a huge priority for us," he said. "We need to ensure our students are competitive in the global workforce, and my team is responsible for providing innovative technology that allows them to do so."

UDLAP is home to the first learning and application development laboratory for Apple iOS established in Latin America, offering a multidisciplinary space to design and develop mobile applications. In addition to making sure their faculty is equipped with up-to-date software, the university offers courses to get certifications in Amazon, Salesforce, and Microsoft softwares to help give their students an edge in the job market. Thompson makes it a priority to educate his students on cybersecurity as well, making efforts to bring in different speakers from the industry and offering free anti-virus and anti-spyware software. "It's important that we arm our students with the technical knowledge to identify and solve challenges," said Thompson. "We give them tools that enable them to start their own businesses and improve their strategic decision making. It's a differentiator against other students competing in an international job market."

STRATEGIC BUSINESS INITIATIVES INHIBITED BY LEGACY TECHNOLOGY

Prior to Rubrik, UDLAP grappled with multiple legacy solutions to protect their physical and virtual data. "Today's students use several online resources as they progress through the education system, meaning that we need to provide reliable services for them," said Alberto Caraveo, Director of Infrastructure. "Our team is responsible for supporting the myriad of ways our students interact with technology,

including laptops, tablets, and large text and video file consumption. With our previous solution, restorations were so lengthy that they'd often result in downtime, which is unacceptable. In high transactional periods like enrollment season, we cannot afford to have any lapses in availability."

For the university, downtime can not only directly impact their finances, but can also be a severe hit to their credibility. "We routinely track the long-term learning outcomes of our students to evaluate our effectiveness as a university, utilizing data stored and protected on Rubrik," explained Thompson. "Occasionally, we're required to provide that information in reports to both the Ministry of Education and the Southern Association of Colleges and Schools (SACS) to be properly accredited, so that data needs to be accessible as needed. Our integrity as a prestigious university is tied directly to success in our IT organization."

In order to meet their goals, UDLAP needed a flexible, modern solution that would help streamline their approach to data management. "When we discovered Rubrik through their representation on the Gartner Magic Quadrant, we knew that they offered a top tier solution," said Thompson. "However, when we evaluate vendors, we aim to partner with them on a vision level as well. With Rubrik, the attention we received from pre-sales to post-sale assured me that we were building a trusted relationship."

DRIVING DIGITAL TRANSFORMATION WITH RESILIENCY AND BUSINESS AGILITY IN THE CLOUD

With Rubrik's single software platform, UDLAP was able to fulfill their operating cloud initiative that will allow them to increase the availability and reliability of their services. "One of our driving reasons for moving to Rubrik was the ability to move towards a hybrid cloud architecture – something we didn't trust our previous solution would allow us to do securely," said Thompson. "By integrating Rubrik with both AWS and Microsoft Azure, we're able to make all systems, from our email servers to our learning and content management systems, more resilient."

"Rubrik is key to establishing business continuity in the event of a disaster," said Caraveo. "In addition to the cyber threats we face as a university, our location is also endangered by a nearby volcano. With our previous solution, the integration was too complex to establish sound contingency plans, but with Rubrik, setting up multiple layers of security for our data is simple. We're easily able to replicate all of our physical and virtual

machines between our central location and remote data center to ensure our data is secure in any unexpected catastrophe."

"Rubrik makes my life easy," added Caraveo. "It's more than a backup solution for my team; it's an intuitive suite that helps manage everything from security to infrastructure management with equal visibility across all locations, ensuring that we're better able to push forward our digital transformation initiatives."

The university is currently using Rubrik to protect a full suite of Microsoft applications and more than 30 different types of academic software on Microsoft Hyper-V. Other benefits include:

- **52% reduction in backup management:** "We went from spending a couple of hours per day managing backup, and Rubrik has cut that time in half. With our previous solution, we had to manually schedule each job and routinely check for errors, often restarting processes in the event of failure. With Rubrik's policy-based management, all we have to do is configure our SLA's once. Rubrik takes it from there."
- **Significant TCO savings:** "By consolidating our multiple legacy solutions into Rubrik's single software platform, our team was able to see immediate hard savings. Rubrik's deduplicated storage and ability to funnel archived data to the cloud means we're saving space and money."
- **Easy to set up:** "With our previous solution, it took a couple of weeks to bring our team up to speed. Rubrik's intuitive UI not only makes it easy for our team to pick up, but enables other teams to self-service backup jobs."
- **Quick restores with Google-like search:** "System availability is always top of mind for my team. With Rubrik's Google-like search, I can identify and isolate exactly what I need down to the file level. Rubrik's ability to restore at the granularity and speed they do is unmatched."
- **50% data reduction:** "Rubrik was able to maximize our storage efficiency. As a result, we've achieved 50% data reduction."
- **Superior local support:** "Rubrik's support team has gone above and beyond our expectations. As Rubrik's first customer in Mexico, their ability to partner in such a hands-on way was telling of their long-term collaborative vision."



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Rubrik delivers a single platform to manage and protect data in the cloud, at the edge, and on-premises. Enterprises choose Rubrik's Cloud Data Management software to simplify backup and recovery, accelerate cloud adoption, and enable automation at scale. Rubrik's run-anywhere, scale-out architecture is built to empower IT departments today and in the future, reducing total cost of ownership while enabling infrastructure flexibility for a multi-cloud world. For more information, visit www.rubrik.com and follow [@rubrikinc](https://twitter.com/rubrikinc) on Twitter.

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