

## Large Ecuadorian bank reduces costs and data recovery time by moving to disk-based backups.

CASE STUDY



### Challenge

Regulatory compliance requires PRODUBANCO to store backups of certain types of data for up to 15 years. However, its legacy, tape-based data protection solution failed to provide adequate visibility to enable the bank to manage long-term retention periods with any precision.

### Solution

PRODUBANCO migrated to a Veritas data protection solution, with a Veritas Access Appliance for long-term retention of backups.

### Outcome

- 85% reduction in recovery time for core banking system, from 48 hours to 7 hours
- Data recovery for other physical and virtual machines reduced from a few hours to mere minutes
- Acceleration in nightly backups improves success rate
- Streamlined recovery in the event of a disaster
- Reduced costs and staff time for management of backups
- Visibility to manage backups more precisely, based on type of data and retention requirements



### INDUSTRY

Financial services

### EMPLOYEES

Approx 6,500

### HEADQUARTERS

Quito, Ecuador

### WEBSITE

[www.produbanco.com.ec](http://www.produbanco.com.ec)



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Wilson Polo, Production Manager, Technological Services

## Overview

### Ecuadorian Bank Exchanges Tapes for Disks, Improving Data Management and Reducing Recovery Time

The need for faster data recovery, improved productivity, and increased availability of services led one of Ecuador's largest banks to shift from tape backups to a disk-based data protection system. Banco de la Producción S.A., also known as PRODUBANCO, is undergoing a digital transformation project, with the objective of improving the quality of the customer experience. As a result of this project, PRODUBANCO has been using Veritas data protection solutions for three years. The bank also began migrating its legacy tape-based backups to disk-based storage in a Veritas Access Appliance. The shift has brought numerous benefits, including 85 percent faster data restores and streamlined disaster recovery.

### Compliance Requires Long-Term Data Retention

As a financial institution, PRODUBANCO must comply with various regulations, rules, and procedures regarding the safeguarding, handling, and storage of information. Different types of data have different requirements for long-term retention periods; the bank must protect some information for as long as 10 to 15 years.

"The data that has to be retained for many years is not necessarily information that the business uses on a daily basis," explains Wilson Polo, Production Manager of Technological Services at PRODUBANCO. "But it is important to retain, because the bank may be required—either by the state or by a client—to retrieve the information to complete a specific process. So, the data backups must remain safe over time. Then, when necessary, we must be able to recover the data and deliver it to the business."

In 2017, the bank started a slow process to replace all its tape storage with disk-based systems. For long-term backups, "we looked for a solution that would allow us to leverage all the growth and change that exists in the bank toward the automation, digitization, and robotization of processes," Polo says. "Obviously, information is the bank's most important asset, and we need to successfully manage it."

PRODUBANCO began migrating long-term storage of backups to a Veritas Access Appliance. "We started with the banking core," Polo says. "In the following months, we worked on satellite applications and virtual machines [VMs]." By early 2020, between 80 percent and 90 percent of all the bank's data was being backed up to disk. This included all of PRODUBANCO's core banking systems, satellite applications, virtual servers, and emails.

### Drastic Improvement to Disaster Recovery

The Veritas solution drastically reduced the length of time required to both complete backups and retrieve backup data from long-term storage. "Every night, the bank runs batch processes that both process transaction information and generate backups," Polo says. "Those batch processes now take less time, which helps ensure that backups are successful and we can retrieve information from any sites we want."

Recovery of data, and entire systems, is also much faster. Before Veritas, recovering the entire core banking system took 48 hours. Now, it takes only 7 hours. Some services and VMs take as little as 15 minutes to recover. "Before, we had to wait a few hours, sometimes even days," Polo says. "Now it's minutes, hours at most." He adds that this is the most important benefit of the transition from tape to disk. In the event of a disaster that forces activation of a contingency site, the use of disk-based backup storage will streamline the bank's recovery.



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## More Precise Management of Data Lifecycle

In addition to saving time, the shift from tape to disk has enabled PRODUBANCO to reduce the costs associated with managing tapes. It has also reduced the number of physical disaster recovery sites, the storage vaults that tapes previously required, and the administrative and operational staff needed to oversee data storage. The disk-based backups store the data locally, so the information does not leave the bank.

“With the previous solution, we didn’t have a view of the lifecycle of each type of information,” Polo explains. “In fact, we had minimal visibility into what kind of information we were backing up. Basically, we got full backups and stored all of our data indefinitely. The Veritas solution enables us to more precisely manage the lifecycle of each type of information. That is, we can separate data that we need immediately from information that requires long-term retention, which is not for immediate use but is important to keep for a specific length of time.”

Moving forward, PRODUBANCO expects to continue the scheme of continuous backups with its Veritas solution, and to back up the information in the cloud. “With the pandemic, many of the bank’s employees are working remotely, and this information must also be backed up,” Polo says, adding that the bank has also started a project to be able to do remote backups via the internet.

## For More Information

Please contact your local Veritas Sales Representative or Business Partner, or visit [Veritas Access Appliance](#)

### About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at [www.veritas.com](http://www.veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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