

# CRISTIE CUSTOMER SNAPSHOT

## SoftBank Mobile gains Recovery Assurance with Cristie BMR solution

### Key facts



CBMR purchased to support 24 x 365 system availability



Solution installed on over 150 servers



Recovery time of network system reduced from two hours to under one



Customer SLAs now easily exceeded

**“Cristie’s CBMR solution gives us stability and continuity in our business.”** Seiichi Koike, Deputy Manager, SoftBank Mobile

SoftBank Mobile is a leading Japanese telecommunications and Internet corporation company, with various operations including broadband, fixed-line telecommunications, e-commerce and Internet.

Customer service is very important to SoftBank Mobile and the company offer 24 x 365 support with clear service level agreements. However, its legacy manual backup operations were time-consuming, operated through scripts and standard system tools such as ftp and tar. SoftBank Mobile needed a machine backup and recovery solution that would not only meet but exceed existing SLAs.

After a competitive tender process, SoftBank Mobile purchased CBMR from Cristie Software and began to enjoy immediate benefits. CBMR supports online backup without affecting SoftBank Mobile’s running application and operation system.

Seiichi Koike, Deputy Manager, SoftBank mobile says, “We use CBMR for all of our scheduled server maintenance, and for updates to applications and configuration. With around 150 servers on our network service system, it is important that our backup solution now gives us stability and continuity.”

Although there have been no critical server failures at SoftBank Mobile, the predicted time for recovery (including OS, applications and data) using CBMR is now under an hour – compared with at least two hours previously.

Koike says, “Our operation team can now execute the maintenance of our servers with confidence, as CBMR gives them a quick and easy recovery process should the server fail”.



### For more information

To find out how Cristie Software can help you achieve similar benefits for your organization, or would like help to find an approved Cristie technology partner, visit [www.cristie.com](http://www.cristie.com), email [sales@cristie.com](mailto:sales@cristie.com) or call +44 (0)1453 847000.