No more data disasters:
Umbra relies on ThinkOn for backup and recovery

Case Study :

Umbra - Toronto, Canada
www.umbra.com

Challenges :

- Lack of reliable backup and disaster recovery

- Small IT team

- Complex, global IT infrastructure requirements

Solution :

ThinkOn responsive disaster recovery plan and managed backup solution.

Benefits :

High-availability solution, designed to ensure disaster recovery in less than four hours.

Comprehensive data backup with offsite data vaulting capabilities to ensure protection against ransomware.

SaaS licensing consolidation for cost savings.

Cloud and data storage specialists as advisors.

Umbra's IT resources are free to focus on driving business value.

ThinkOn Case Study
Umbra : A Canadian home design icon.

Born out of a passion for original design and the desire to create products for every home, iconic Canadian brand Umbra is known globally for its blending of innovation, practical application, and accessible price point. Founded in 1979 and based in Toronto, Canada, Umbra distributes to 120 countries worldwide with offices in Europe, the United States, Brazil, and China. Umbra gives people the tools that they need to transform their homes and make their spaces their own.

Umbra does everything in-house, from design and manufacturing, to distribution and B2B and B2C sales. Umbra's small, nimble-yet-powerful IT department helps support and drive all aspects of the business, opening new avenues of opportunity and creating business value using everything from analytics to home-built technologies.

Supporting many global business divisions creates IT complexities. As a result, the Umbra IT department is always looking for ways to streamline and simplify complexities in its infrastructure, project initiations, and processes.

"I hear horror stories from other organizations," says Jamal. "Scary IT stories about simple things, like disjointed processes or how someone is trying to request this or that and they can't get it, or it takes forever. I love to hear those stories, only because it makes me appreciate how far we've come as an organization—as an IT team. I'm proud of what our team is able to accomplish."

The inciting event : Umbra's own backup horror story

"Years ago, when I was in my early days of leadership at Umbra," recalls Jamal, "we had our servers melt down on us. When we tried to access our backups, we found out that they weren't reliable. There were situations where the backups hadn't been running properly or, in some cases, hadn't been running at all. That's when we decided we needed a better backup solution in place."

Umbra adopted Commvault. At the time, ThinkOn was a newer company already proving itself as a leader in the Canadian cloud and data storage space. Jamal talked with Craig McLellan, CEO of ThinkOn and the ThinkOn team, about Umbra's need for a reliable backup solution and disaster recovery plan for its new Commvault solution.

"That's how our partnership with ThinkOn began," says Jamal. "Craig explained that ThinkOn could host our Commvault instance outside of our infrastructure, which sounded much better than keeping all our eggs in one basket."

Of course, Umbra undertook cost comparisons with competitive vendors to prove due diligence to their stakeholders and to ensure that they were getting good value. "We did look at competitors," says Jeff Dao, Umbra's Infrastructure Lead. "But in terms of costing, ThinkOn always won out."

ThinkOn implemented a high-availability solution that ensures disaster recovery in less than four hours and comprehensive data backup with offsite data vaulting capabilities to protect against ransomware.

"Thankfully, the disaster that started my IT leadership career was enough to jolt me into being proactive with disaster recovery for the remainder," says Jamal. "Now we have a reliable and rapid recovery solution in place. Luckily, we haven't had to leverage it. We've recovered smaller instances and have been able to retrieve data from further back than our typical backups would have allowed. Thanks to ThinkOn, we were able to get those files easily."

Over the last seven years, the partnership has continued to grow. From Commvault and SAP backups and infrastructure-as-a-service (IaaS) to responsive disaster recovery and licensing, Umbra has come to see ThinkOn as a trusted technology partner and advisor.

Based in Toronto, Canada, Umbra (Latin for "shade"), has become a global leader in product design and currently distributes in over 120 countries across the world with offices in Europe, Canada, the United States, Brazil, and China.

Think On, Inc. is a cloud solution provider with a global data center footprint—consider us your dedicated department of data-obsessed experts who will protect your data like it's our own, making it more resilient, secure, actionable, and searchable.