

# CLOUD SERVICES

## Cloud recovery service strengthens resilience of cement manufacturer

### Client Profile

Cementos Progreso, founded in 1899, is the largest producer and distributor of cement and other construction materials in South America with more than 1,800 employees. Based in Guatemala, tumultuous weather conditions mean the risk of natural disaster in the region remains high.

Knowing that in the event of a major earthquake demand for cement for rebuilding projects would soar, the company explored options to protect its business from disruption. <https://progreso.com/>

### Challenge

Guatemala-based Cementos Progreso recognized it needed a disaster recovery solution outside its earthquake-prone country to ensure operations would continue uninterrupted in the event of a natural disaster. The company was concerned a suitable solution would require a significant investment in equipment, infrastructure, and support.

"We now have the ability to replicate all our applications in fewer than four hours in the event of a disaster. We don't think of 11:11 Systems, formerly Sungard AS, as a provider — they are our partner."

**Romeo Chavez Morales**  
Manager of IT Infrastructure, Cementos Progreso

### CHALLENGES

- Needed off-site disaster recovery solution outside their country
- Shortened recovery time
- Cost reduction

### SOLUTION

- 11:11 Managed Recovery

### BENEFITS

- High availability of applications and services with maximum recovery time (RTO) of 4 hours
- Cost-effective, reliable solution that avoids the need for capital investment
- Superior RTO/RPO and lower running costs than a comparable colocation alternative
- 24x7x365 monitoring gives peace of mind — critical systems and data will always be available
- Access to a team of experts to ensure a smooth recovery
- Ability to scale and tailor the solution to exact business needs
- Frees Cementos Progreso to focus on its core business by removing the burden of managing recovery infrastructure

### Benefits

Based in Guatemala, Cementos Progreso knows that their region is susceptible to the risks of natural disasters. The company needed to proactively protect its business from disruption in the event of an earthquake, which could overwhelmingly increase demand on their products.

The firm already had a colocation site within Guatemala but Romeo Chavez Morales, Manager of IT Infrastructure for Cementos Progreso, realized that for true resilience the company needed to implement disaster recovery provision outside the country to avoid losing access to the twelve critical business applications, including SAP, the business relies on.

He embarked on a search for an availability partner to protect the business. "We did extensive research online and within our industry and everyone told us that 11:11 Systems, formerly Sungard Availability Services, was a great partner for business continuity," says Morales. He also understood the [11:11] approach of focusing first on the business challenges rather than the technology.

Morales originally assumed Cementos Progreso would simply use colocation services to backup its data in another country with a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of 24 hours. But he found that "[11:11] offered a solution that was intriguing – not to mention cost-effective."

The solution [11:11 Systems] proposed was its 11:11 Managed Recovery, which would give Cementos Progreso the ability to replicate all twelve of its critical applications, including SAP, with an RPO of less than 30 minutes and an RTO of under four hours. As well as superior recovery times, the cement manufacturer would benefit from managed replication with failover, no need for capital expenditure, and operating expenses that were lower than a traditional colocation alternative.



## CEMENTOS PROGRESO CASE STUDY

11:11 Managed Recovery is an automated recovery solution for physical and virtual servers with near zero data loss in an always-on secure, enterprise-class cloud infrastructure. All aspects of replication, failover, and recovery are monitored and managed by [11:11] and the service is backed by a cast iron Service Level Agreement. Giving customers added peace of mind, the Continuous Data Protection feature enables recovery to a point in time within three days of an interruption, which can prove useful in the event of data corruption on the source server.

Romeo Chavez Morales and his team travelled to [11:11 Systems'] US-based headquarters to see [11:11]'s state-of-the-art facilities firsthand — and was impressed. "We spoke with engineers and other technical personnel, and they really amazed us with how the technology works," he says.

Morales had initially been concerned that a faraway recovery solution would require a significant investment in equipment, infrastructure and maintenance — or the hiring of a third party to support it. Allaying his concerns, he discovered the protected recovery environment is monitored 24x7x365 and [11:11] provides the human support necessary to ensure the service works 100% of the time.

Implementation was painless. "[11:11] had our system up and running seamlessly," reports Morales. "We now have the ability to replicate all twelve of our applications in the event of a disaster in less than four hours, which is truly remarkable."

11:11's Managed Recovery has given Cementos Progreso confidence that the business would continue as usual in the event of a disaster. Morales explains, "A natural disaster could occur at any time here in Guatemala and because we rely on [11:11], our country can rely on us when it needs to get back on its feet. We don't think of [11:11] as a provider — they are our partner."



## THE RESILIENT CLOUD PLATFORM



MODERNIZE



PROTECT



MANAGE

