

Bachem chooses iland, now 11:11 Systems, and Veeam to spearhead data continuity and cloud backup transition.

SOLUTIONS: DRaaS, BaaS, 365

Client Profile

Bachem is an independent and innovation-driven public company that provides full products and services for the pharmaceutical and biotechnology industry. With 50 years of expertise in peptide research, it specialises in the process development and manufacturing of active pharmaceutical ingredients (APIs). Headquartered in Bubendorf, Switzerland with affiliates in Europe, the US and Asia, Bachem works on a global scale and is the partner of choice for pharma and biotech companies worldwide.

Calling for Backup (and DR)

As Vice President of Global IT at Bachem, Peter Kaufmann is responsible for protecting a long list of very specialised applications — over 150, to be exact. That list includes everything from standard applications for human resources and accounting to industry-specific applications that collect, process and retain important lab data and production recipes.

With the company's data output rapidly expanding and no offsite backup in place, Kaufmann sought a scalable solution that could offer protection in case of emergency. At the same time, he also wanted a solution with failover capabilities that would keep his many critical applications running no matter the disaster. Lastly, he wanted to make sure that whatever backup solution he chose could also protect the company's Microsoft 365 workloads that went far beyond what Microsoft already offered.

In the end, [11:11] was able to check all those boxes and more with [11:11] Secure DRaaS with Autopilot Managed Recovery, [11:11] Secure Cloud Backup for Veeam Cloud Connect and [11:11] Secure Cloud Backup for Microsoft 365.

"I can sleep better now," Kauffman said. "I know my data is backed up at another site and I know that in case of disaster we have somebody to turn to, who can help us bring our applications back to life according to an SLA. We did not have this before."

CHALLENGES

- Lack of offsite backup
- Need for secure and reliable access to data across the globe
- Ever present threat of ransomware
- Strict compliance requirements

SOLUTIONS

- 11:11 Autopilot Managed Recovery for DRaaS
- 11:11 Backup for Veeam (BaaS)
- 11:11 Cloud Backup for Microsoft 365

BENEFITS

- Good Manufacturing Product (GMP) and Food and Drug Administration (FDA) compliant
- Global data centres
- Seamless integration with Veeam
- Flexibility for future growth

PROFILE

- Size: SMB
- Industry: Lifesciences

BACHEM CASE STUDY

"After standardising around Veeam company-wide, it was very important for us to find a partner with solutions that integrated seamlessly. That was a major factor. We even made it a point to check what level of partnership each one had with Veeam. For [11:11] to be a platinum partner was certainly a big plus."

Peter Kaufmann, Vice President of Global IT at Bachem

Ransomware-Ready

The ever-looming and ever-increasing risk of cybercrime, including ransomware, was paramount to Kaufmann's decision to partner with [11:11]. "In this business, the number and type of cyberattacks are creating headaches for everybody," he said.

In addition to [11:11] DRaaS and Backup, Kaufmann says he was drawn to Insider Protection as well, an exclusive service for Veeam Cloud Service Providers running Veeam Cloud Connect. With Insider Protection, Kaufmann could ensure improved protection against internal and external threats including many types of ransomware.

"We are convinced it's important to have this level of safety," said Kaufmann. "We have customers who are depending on a continuous supply of these APIs. We would be losing customers if we had to say, 'Sorry we lost our data. We will be back in six months from now.' That's no option."

Critically Compliant Data

Compliance is par for the course when it comes to the pharmaceutical and biotechnology industry. Day-to-day operations for Bachem include supporting a large number of employees who work in labs and are responsible for making sure every step of the production process is done correctly. All of this involves collecting large amounts of data that needs to be analyzed and retained according to a specific set of requirements.

It's no surprise then, that compliance weighed heavily on Kaufmann and his team. "We have high compliance requirements toward regulatory bodies like the FDA and GMP as well as toward our customers. This is a very important aspect of what we do," Kaufmann said. [11:11] was able to provide the global compliance and certifications required for Bachem and its customers. In addition, [11:11] has a dedicated compliance team, which Bachem can lean on to understand the complexity of maintaining these regulations.

Finding a Global Partner

The key word in Kaufmann's title is "global." With Bachem locations around the world in need of the same level of protection, Kaufman was also interested in having one partner who could service them all equally. With [11:11], he had the option to utilise data centres in the relevant geographies without being impacted by latency or sacrificing the level of service.

"We did not want, for example, to have the United States DR set up in Europe or vice versa. We wanted it to be on the same continent at least," said Kauffman. "The benefit of the [11:11] offering is that we had a choice of data centres."

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