

Leader in dry ice cleaning and production solutions secures global IT systems with iland, now 11:11 Systems, DRaaS for Zerto.

SOLUTION: DRaaS

With the pressure of an overseas office move, Cold Jet's IT team was in search of a disaster recovery provider that could help manage and secure their mission-critical business data.

Based out of Loveland, Ohio with 15 offices worldwide, Cold Jet has been a leader in the dry ice business for over 30 years. They've developed innovative, environmentally responsible cleaning solutions that help companies in various industries keep their machinery running smoothly. Cold Jet's dry ice blasting systems use recycled carbon dioxide and eliminate the need for chemicals and water in the cleaning process.

A Catalyzing Event

Cold Jet runs a lean IT team based in the Ohio office. Day-to-day operations supporting nearly 300 users worldwide keep the team busy. When the company decided to move offices in Belgium, Infrastructure Engineer and team lead Ben Snowden knew it was time to find a disaster recovery (DR) provider that would accommodate their new setup.

"We had a DR site set up in our previous Belgium office" Snowden explained. "When it came time to move, we had to forgo an on-prem DR strategy, as the new office couldn't accommodate our equipment. It had also been difficult for our team to maintain that hardware from Ohio. We knew that leveraging a DR provider would help to off-load challenging tasks like that."

The Search for a Provider

With a month to find a provider and get the system up and running, Cold Jet quickly got to work researching and assessing possible partners. In addition to finding a provider that would ease the burden of maintaining their physical servers, the IT team also wanted to improve and increase their bandwidth.

"Before the [11:11] for Zerto DRaaS solution, when we did a failover, our systems were pretty excruciating to use. The speed was much slower than our production environment and what people were used to. We knew that was a key area of our DR strategy where we needed to improve."

CHALLENGES

- Needed a solution that was easy to manage for global locations
- Wanted a provider that would allow them to grow and pay for resources as needed
- In search of an efficient way to test DR plans

SOLUTION

- [11:11] DRaaS for Zerto

BENEFITS

- Cost-effective pricing structure
- Self-service testing capabilities
- Familiar VMware technology drives efficiencies

PROFILE

- Size: SMB
- Industry: Manufacturing

COLD JET CUSTOMER CASE STUDY

“For our company, DR is an insurance policy that we hope we never have to use. Some of the vendors we considered required us to pay for reserved CPU and memory, which we ideally would never have to use. [11:11] was by far the most cost-effective solution for us.”

Ben Snowden, Infrastructure Engineer and team lead at Cold Jet

Wish List Delivered

After evaluating several vendors, [11:11] was a clear choice for Cold Jet. The team was able to increase their bandwidth, define replication priorities with virtual protection groups, and perform full DR testing on their own.

“Testing is so much easier now. With the click of a button we can test and watch all of our VMs start up in an isolated environment and make sure everything’s working, check a box, and shut it all down again. It’s better than anything we had imagined.”

Cold Jet has been able to exceed their recovery times with [11:11] and Zerto, as well. The most aggressive RPO with their previous solution was one hour. Now, the team has an RPO of 45 seconds.

The comfort of transitioning to a VMware-based cloud provider was another positive for Cold Jet. Since the team was on a tight deadline, it was important to get their DR environment up and running quickly.

Snowden had a VMware background, so leveraging a familiar technology and methodology helped immensely during the transition to [11:11].

“I feel at home in the vCloud Director interface. From the [11:11] dashboard you can find the vCloud Director interface very easily. It makes sense where to find everything after using the vCenter all these years.”

The Right Fit

Another selling point for [11:11] Secure DRaaS with Zerto was the pricing structure. The flexible pricing allows Cold Jet to pay for compute and memory only when their VMs are running.

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The manageability of the [11:11] solution has also been a great fit for Snowden and his team. “We’re a ‘do it yourself’ kind of company. We love that [11:11] gives us everything we need in one spot, and we can manage our DR on our own.” Through the [11:11] Secure Cloud Console, Cold Jet’s IT team has the ability to analyze their performance and adjust their resources as needed, initiate a failover test, and contact support when necessary.

The Future is Cloud

With a global business that is constantly growing, Snowden has plans to enhance the company’s cloud footprint. A transition to public cloud hosting will free up Snowden and his team from managing servers and storage to focusing on other strategic IT initiatives. The positive experience they’ve had with the [11:11] Secure DRaaS with Zerto solution has put Cold Jet on a firm path to cloud adoption for their global business.

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