



# DETASAD Drives National Transformation Initiatives with Self-Service Backup

TrilioVault's tenant-driven, point-in-time data protection solution empowers DETASAD customers with on-demand, full workload recovery capabilities.

## ABOUT

Formed through a partnership between Saudi FAL and German Detecon International, Detecon Al Saudia (DETASAD) has delivered trusted managed ICT Services country-wide for over 36 years. As part of their long-term commitment to innovative telecommunication operations, DETASAD offers customized Corporate Networks & Connectivity Solutions, ICT Deployment Solutions, Managed Services, Data Center and Cloud Solutions for corporate and governmental clients. In 2011, DETASAD became responsible for Saudi Arabia's first full-featured and automated cloud computing platform. In 2017, DETASAD launched its independent, secure enterprise cloud, offering a SaaS and IaaS service portfolio. With over 1,000 employees in 38 technical support centers, the breadth of services DETASAD offers today covers the full range from quality engineering, fast spare-part logistics, plus rolling out complete telecommunication infrastructures.

## CHALLENGE

As DETASAD planned their customers' migration from traditional IT environments to more modern, secure, cloud-enabled infrastructures, they required a backup and recovery solution that would cover the diverse needs of their customer base. It was important for the backup solution to be self-service and fully integrate with OpenStack — all at a competitive rate. TrilioVault satisfied all of their requirements and addressed their customers' needs, regardless of whether they relied on a combination of traditional and modern cloud operations or a tailor-made, hybrid cloud solution.

## WHY TRILIO

TrilioVault fulfilled all the needs of DETASAD's customers. It is native to OpenStack, offers self-service backup and restore functionality, and captures full point-in-time workloads of each tenant environment. Previously, DETASAD's users had to restore individual machines, then the databases, and then any backups that were required. Now, with TrilioVault, users can restore the machine itself along with a full backup through a point-in-time snapshot, allowing them to be up and running immediately. No matter where DETASAD's customers are on their cloud journey, they are now able to rest easy knowing their data is protected.

## OUTCOME

With TrilioVault's comprehensive backup and recovery solution, DETASAD is able to protect all their customers' OpenStack workloads, representing the majority of the workloads in the DETASAD system. This enables them to help their customers build best-in-class clouds and reduce overall IT costs. Customers can now take advantage of self-service management and control as they execute projects in accordance with industry best practices and international standards.

*"As our cloud matures, we wanted to provide our customers with a self-service backup solution, so our users could provision backups themselves on our Horizon dashboard while monitoring the backup jobs. In comparison with other file-based backup solutions, TrilioVault is able to recover from the last backup in no time. In a couple of minutes, our users are up and running again."*

- **Jean-Marc Ghanem,**  
Director, Cloud &  
Managed Services

Interested in more information or ready for a demo? **Contact us at [info@trilio.io](mailto:info@trilio.io)**