

# CUSTOMER STORY

“We have experienced significant improvements after using Vinchin Backup & Recovery. The friendly interface makes backup and recovery operations more intuitive and team members can get started faster. At the same time, Vinchin's technical support responded quickly, helping us solve the problem in time and optimize the backup strategy.”



Retail  
XenServer

Rodrigo Cortés Cano,  
IT Platform and Support  
EL VOLCAN

## Business Challenge

EL VOLCAN is a national company with 70 years of experience in the world of gastronomy, dedicated to the marketing and development of products focused on the table and kitchen of Chilean households. They also provide professional consulting and sourcing for the development of projects in the gastronomic sector (restaurants, hotels, bakeries, patisseries, among others).

EL VOLCAN's IT environment is primarily based on XenServer, supporting a variety of services, including product development, supply chain management, and customer support. They rely on real-time data to optimize inventory and customer order processing to ensure that the needs of customers in the catering industry are met in a timely manner.

In actual business operations, the current XenServer-based data protection solution faces many challenges. Due to the arrival of the peak order period, the backup window time is insufficient, which often leads to backups not being completed on time, affecting daily operations. In addition, the recovery process takes a long time, causing them to not respond quickly enough when customer needs change. Data security is also a concern because the existing solution fails to effectively prevent data loss or corruption. These issues forced them to consider new backup solutions to ensure data security, increase recovery speed, and further improve service quality.

## Vinchin Solution

Vinchin Backup & Recovery is designed to effectively solve the multiple challenges they face and ensure efficient and secure data management in the XenServer environment for EL VOLCAN.

Incremental backups significantly reduce backup time and storage requirements. By backing up only data that has changed since the last backup, this not only significantly shortens the backup window and reduces the impact on system performance, but also reduces storage requirements and optimizes resource utilization through built-in deduplication technology. This mechanism allows EL VOLCAN to complete backup tasks during peak periods, thereby ensuring business continuity and stability.

Vinchin offers a variety of recovery options, including entire virtual machine recovery and file-level recovery. With instant recovery technology, EL VOLCAN can quickly restore critical applications and services within minutes, greatly reducing downtime. This capability allows them to respond quickly to changes in customer needs and maintain a high level of customer service, while also increasing the flexibility and adaptability of the business.

Additionally, Vinchin's secure encryption provides strong protection, ensuring the integrity and security of backup data, which enables EL VOLCAN to manage data with confidence, reducing the risk of data loss or damage.

## >>>> Result

Through these advanced features, Vinchin provides EL VOLCAN with a comprehensive and reliable data protection solution that not only improves their business continuity and data security, but also provides them with solid support in the highly competitive market.

Question? Need support?

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