Overview

Şişecam is primarily a manufacturer of glass and chemicals in Turkey. Şişecam used GroupWise Disaster Recovery to help the GroupWise system post office to save some time when restoring emails.

With over 17,000 employees, Şişecam is primarily a manufacturer of glass and chemicals in Turkey. It is the leader in its field of business, encompassing all the key areas of glass-making (flat glass, glassware, glass packaging and glass fiber) as well as soda ash products and chromium chemicals. It has facilities in eight countries. Şişecam has 3,500 users with over 40 post offices and two SMTP servers running GroupWise spanning Turkey, Bulgaria, Bosnia, and Russia.

Challenge

Şişecam has encountered situations where law enforcement required them to restore the emails of some users. Vincent Paul Okello, Technical Support Engineer with Şişecam explains, "With traditional backups, we would not be sure of recovering all emails, and it could take days to do the restore. With Reload (now GroupWise Disaster Recovery), we are 100% certain that we are recovering all emails in a short time without missing a single message." Şişecam also has a policy that when employees leave the company, their email accounts must be completely deleted, not just disabled. However, after the account has been deleted, it generally turns out that in the mailboxes there are official emails, shared folders, and forwarding rules that need to be recovered. With GroupWise Disaster Recovery, it just takes a few clicks and minutes to get the job done. It's also convenient since Şişecam engineers don't need to be onsite to do the recovery process. It can be done over the internet. It is not only convenient but reliable. Mr. Okello states, "Reload (now GroupWise Disaster Recovery) always restores all of our emails, making us feel that our data is safe and reliable."

At a Glance

Industry
Manufacturing

Location
Turkey

Challenge
Şişecam has encountered situations where law enforcement required them to restore the emails of some users.

Solution
Use GroupWise Disaster Recovery to restore emails efficiently.

Results
+ Takes minutes to complete backups
+ Doesn’t require extra disk
+ Offers peace of mind with push-button disaster recovery

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Technical Support Engineer
Şişecam
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Solution
Even though Şişecam has so many users and post offices, the IT team spends very little time managing their GroupWise system. Post office downtime is almost nonexistent. And with GroupWise Disaster Recovery in place just in case, the organization can remain confident in the security of its data and spend time on more critical projects.

Results
Before GroupWise Disaster Recovery, Şişecam was using another backup solution. By switching to it a couple of years ago, the organization was able to solve problems with:

- **Reliability:** The previous software encountered problems during the open file backup of the GroupWise database and compromised the backup. GroupWise Disaster Recovery eliminates this problem and the data is always reliable.
- **Restore Time:** One backup took four days to restore a 115 GB post office in order to retrieve just one lost email. GroupWise Disaster Recovery takes just minutes.
- **Space:** Getting free space to restore a whole post office was often difficult. GroupWise Disaster Recovery does not require a lot of extra disk space.
- **Onsite:** Previous software required personnel to be onsite to do the restore process. With GroupWise Disaster Recovery, you can be anywhere.
- **No Immediate Restoration:** Şişecam could not restore an email that was just deleted immediately when it was received. GroupWise Disaster Recovery can restore all emails.
- **Slow Backups:** Backups were taking a very long time to finish. GroupWise Disaster Recovery is the fastest backup available.
- **No Disaster Recovery:** There was no disaster recovery option. GroupWise Disaster Recovery offers push-button disaster recovery for total protection and peace of mind.

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