

Restorepoint Helps Navigate Faster Network Recovery

As a lighthouse authority, this corporation is responsible for the provision and maintenance of navigational aids, such as lightvessels, buoys, and maritime radio/satellite communication systems.

Challenge

The IT team, in addition to supporting normal organizational services such as email, web services, project management, also maintains the network that monitors the lighthouses that guide mariners safely around some of the busiest shipping lanes in the world.

With 95% of imported goods arriving by sea, ensuring ships arrive safely is extremely important not just to the mariners. Any downtime that might affect their network or remote sites must be kept to a minimum.

Each site has a number of network devices such as firewalls, switches, and routers from several different vendors including Bluecoat, Cisco, Checkpoint, HP, and Nokia. While the equipment is chosen for its stability, outages still affect even the most resilient networks, as their Network Manager explains.

Backing up configuration settings for multiple network devices manually was so labor intensive that it was only carried out once a month. This left a period of time where the corporation was potentially at risk if a device failed or needed to be restored and changes had been made to the network in between backup schedules.

Recovering from a hardware failure or an outage caused by human error (misconfiguration), should be a relatively simple operation for most organizations. However, it frequently takes longer than expected because a backup of the previous working configuration is not up-to-date. This only adds to the pressure of a network outage, as engineers attempt to rectify the situation by making live changes or rebuilding a configuration to its last known state from what they remember.

Even where scripts are used to automate the configuration backup process, manual recovery is still required. Scripted backups may also not work as intended because each script requires regular maintenance and testing to ensure that what is being backed up can actually be recovered.

"It doesn't have to be a dramatic event to cause a network outage, a simple misconfiguration can have exactly the same effect. What really counts is how quickly you can recover from it. Before using Restorepoint we backed up the configurations of our network devices manually. It was a time consuming task that took a few hours each time and we had considerably fewer devices than we do now."

Anonymous, Network Manager

Industry: Healthcare Technology

Headquarters: Wilmington, Delaware

Employees: 1,400

Restorepoint Solution: ScienceLogic's Restorepoint solution helps organizations reduce cost and improve security by automating critical processes across their network infrastructure. With deep integrations across more than 100 network and security vendors, Restorepoint automates network and security device configuration backup, recovery, compliance analysis and change management. Using a comprehensive level of interrogation and discovery in the network, and closely monitoring changes to configurations, Restorepoint helps proactively safeguard customer networks against disruption—malicious or otherwise.





Solution

With ScienceLogic's Restorepoint solution to automate network configuration processes, the corporation has been able to centralize configuration management processes for its team of engineers, providing a single point for configuration backup, recovery, compliance, and change monitoring.

Their Network Manager continues, "Deploying Restorepoint has allowed us to completely automate our backups. All of our network devices can be managed from a centralized console and backups can be scheduled as frequently as required. We also receive notification whenever a device is altered."

Restorepoint enables organizations to save hours of administration per week, backup network configurations without complex scripts or manual processes.

Results

Dedicated to safeguarding shipping and seafarers in one of the busiest shipping lanes in the world, the corporation is laser focused on being operationally secure, automating backups, and restoring network operations as quickly and easily as possible.

By centralizing network configuration management processes via ScienceLogic's Restorepoint, they have been able to measure the value the solution brings in many ways. Equally important is their ability to automatically discover, manage, and track network assets, as well as simplify and automate network change processes, making complex network configuration changes across multi-vendor network platforms, in seconds.

And Restorepoint's network backup solution can help you quickly recover from network outages caused by hardware failures, misconfiguration errors, or security breaches. The Network Manager adds, "With Restorepoint, it doesn't matter if you're recovering from the failure of a core switch or a simple problem with an access port, restoring the configurations is an easy and fast process."

Wrap Up

In addition to sharpening visibility across hybrid IT estates, Restorepoint's change management capabilities offer their customers greater confidence in the security of their company's networks. With network and security device configuration backups and automated change analysis, in near real-time, they can now fight back against advanced persistent threats, close the threat detection and remediation gap, and preserve network data.

Together, the ScienceLogic and Restorepoint offering has greatly improved the efficiency and security of their network configuration processes, maintained and met compliance and service level agreements, and proactively safeguarded customer networks against disruption – malicious or otherwise.

BENEFITS



Automatically discovered, managed, and tracked all network assets



Provided a single point for configuration backup, recovery, compliance and change tracking



Reduced manual processes and tools needed to manage the network



Simplified network compliance audits, making configuration changes in seconds



Improved efficiencies and time savings across their networks