ERM Power Adds 21 Days of Productivity and Accelerates Time to Market with Rubrik

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David Timms
IT Operations Manager

Headquartered in Brisbane, ERM Power (ERM) is Australia's second-largest provider of electricity for the country's commercial and industrial business sector. The Company has been in business for 30 years and has been publicly listed on the Australian Securities Exchange (ASX) for ten years. ERM has offices in Sydney, Melbourne, and Perth, with power stations in Queensland and Western Australia.

David Timms, IT Operations Manager, leads a 7-person team. "ERM is a unique entity in the electricity industry. Our focus is really managing efficiency in power consumption and we've created an energy solution portfolio with a range of products and services that on help customers reduce consumption costs and emissions."

"At ERM, customer satisfaction is paramount to our business philosophy," said Timms. "IT is critical to maintaining the level of customer service that differentiates us in the market. Failure to keep our systems online would be extremely detrimental to our company's reputation."

Lengthy Restores with Complex and Time-Consuming Legacy Solution

Prior to Rubrik, ERM's IT team was using a legacy disk-based solution. "Our previous solution was unreliable, affecting our ability to perform timely restores. In some cases, tape failures prevented us from restoring at all. These inadequacies were compounded by the solution's complexity since we do not have a dedicated backup administrator," said Timms. "As an organization, we're always striving for simplicity and wanted to find a solution that also reflected this philosophy."

"In evaluating different vendors, we had several IT objectives that were top of mind. We had recently migrated to a hyperconverged infrastructure, so we needed a compatible solution for backups. We also needed a platform that would allow us to transition to the cloud, in addition to helping accelerating development release cycles for our solutions delivery team and supporting their digital transformation. Lastly, we have a continued focus on cybersecurity and wanted to be able to respond to any issues quickly," said Timms. "Rubrik addressed these needs perfectly."

"We also resonated with Rubrik's innovative vision around the future of data management. At ERM, we pride ourselves on our entrepreneurial spirit and taking calculated risks for a greater impact; we prefer to partner with companies like Rubrik who also reflect this ethos," added Timms.

INDUSTRY
Utilities

RESULTS

- 88% management time savings

- 21 days of additional productivity back to the business

- Accelerated development release cycles with 90%+ faster restores

- 84% reduction in data center footprint

THE CHALLENGE

- Complex and unreliable legacy solution

- Decreased developer agility from lengthy restores

BUSINESS TRANSFORMATION

ERM Power has increased operational efficiency with Rubrik and gained approximately 21 days of added productivity, allowing its team to focus on more value-add work and contributing to higher morale. The solutions delivery team benefits heavily from the ability to rapidly restore systems, speeding up time to market with accelerated release cycles. Rubrik's capabilities have helped ERM continue to deliver innovative solutions to customers while maintaining its reputation for quality and dependability.

Faster Time to Market with Rubrik Live Mount for Test/Dev

ERM has seen tremendous benefits with Rubrik, especially when it comes to accelerating development release cycles for their solutions delivery team.

"One of ERM's core strengths is the bespoke technology provided by our solutions team, which has allowed us to create market-leading products that let customers take control of their own energy. Our developers focus on optimizing our applications and creating innovative solutions that meet the market's needs," said **Garry O'Neill, Senior Systems Engineer**.

"We make extensive use of Rubrik's Live Mount feature daily to restore SQL databases to a test environment that is cleaned up at day's end. Additionally, a robust testing and development environment calls for quickly restoring databases on request. With Live Mount, we can restore a database in five minutes, which previously took 24-30 hours," said O'Neill. "This is crucial to helping our solutions delivery team deliver applications faster and reduce time to market. Without a reliable data management solution, developer agility would be severely hampered—to have them constantly singing Rubrik's praises speaks volumes."

Additional benefits include:

88% management time savings: "With our legacy solution, we were spending an average of 45 minutes per day babysitting our backups. Now, we only spend 5 minutes per day checking a daily report from Rubrik. As a result, we have gained approximately 21 days back to the business in added productivity. Rubrik has empowered our team to focus on more strategic work over mundane tasks, contributing to higher morale and job satisfaction."

Accelerated development release cycles with 90%+ faster restores: "Previously, it could take over 24 hours to restore a 2 TB database for our developers. With Rubrik's Live Mount feature, we can achieve this in 5 minutes."

Cloud archival to AWS: "We were heavily impacted by the 2011 Queensland floods. One of our buildings was impacted, which highlighted the importance of protecting our infrastructure. Now, we are replicating between our primary offices in Brisbane to a secondary location, which will allow us to failover to our DR site if needed. With Rubrik's seamless integration with AWS, we were able to get everything set up in 5 minutes and begin archiving our data. This gives us another level of confidence that our data is protected and reduces the need for onsite storage capacity."

84% reduction in data center footprint: "With Rubrik, we've reduced our data center footprint from 26U to 4U, saving on cooling and power costs. As a company that promotes energy efficiency, we couldn't be happier."

Seamless integration with Nutanix: "We are thrilled that Rubrik integrates with Nutanix's primary storage platform; the two solutions are very compatible."

Immutability to defend against ransomware: "As a utility provider, we are extremely vigilant around cybersecurity and ransomware. With Rubrik's immutable backups, we have confidence that we can quickly restore in case of an attack."