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CUSTOMER STORY



"With our old agent-based tool, we had to manually install and maintain backup agents on every virtual machine. Now Vinchin lets us protect both our Sangfor HCI and VMware workloads agentless from a single console, and we can reliably restore production VMs within our required recovery timelines."

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IT Manager
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Business Challenge

Agent-based backup meant touching every VM
The previous backup solution required an agent installed inside every virtual machine. As the number of VMs on the Sangfor HCI cluster grew, each agent installation, update, and failure troubleshooting session had to be done VM by VM, putting a growing maintenance burden on the IT team — and leaving more room for backups to go unnoticed when they failed.

Coverage gaps left VMware workloads unprotected
Backup covered only the Sangfor environment, although VMware was already running in the same data center. With the two platforms protected separately, the IT team had no single view of backup status - a missed job or an unprotected VM could go unnoticed, on systems that support a production network running around the clock.

Restore performance had never been validated
Backups ran, but restores were rarely tested — the team had no verified recovery time for a full VM or a single file, and no evidence that the existing solution could bring production systems back within the time the business needed.

Vinchin Solution

To address these challenges, Kemas deployed Vinchin Backup & Recovery for its Sangfor HCI cluster (6 CPUs) and VMware environment. Working with PT. GIS Teknologi Prasasta and with remote support from the Vinchin team, installation, agent-free onboarding, and initial policy configuration were completed during the proof of concept.

Agentless protection for the Sangfor HCI cluster.
Vinchin backs up the Sangfor HCI cluster directly from the hypervisor, so no software is installed inside any guest VM. All virtual machines on the 6-CPU cluster are covered without per-VM agents, removing the installation and maintenance work the previous tool required.

Unified protection across both platforms.
The VMware environment was added to the same console, so Sangfor HCI and VMware workloads are now managed from one place — a single view of backup jobs, status, and failures across the whole virtual estate.

Restore validated before go-live.
During the proof of concept, the team validated restores on its own environment - a full production VM (approx. 500 GB) was recovered within 30 minutes and a single file was recovered within 2 minutes - confirming that Vinchin could bring workloads back within business timeframes before production rollout, without relying on an untested backup plan.

Result

By deploying Vinchin Backup & Recovery, Kemas eliminated the operational burden of per-VM agent management, incomplete workload coverage, and unproven recovery. Its Sangfor HCI cluster is now protected agentlessly at the hypervisor level, removing the need to install, update, and troubleshoot backup agents on individual virtual machines. Coverage gaps have been closed: every VM across the 6-CPU Sangfor HCI cluster and the VMware environment is protected centrally from a single console. Restore capability is now verified rather than assumed — full-VM and single-file restores were successfully tested in Kemas' own environment during the proof of concept.

Question? Need support?
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