vinchin

CUSTOMER STORY



"Protecting employee data used to involve several manual steps. With centralized backup management, we now protect 98% of workstations and recovery is more predictable."

Dwi Rizkia Nabhani,
Jr. Officer I Buyer
PT Pertamina Maintenance & Construction

Industrial Maintenance & Engineering Services
Workstation

Indonesia

Business Challenge

Workstation backup coverage was inconsistent
Only around 70% of the 120 workstations were covered by the existing backup process. Some employees stored important files locally, leaving project documents and business records vulnerable to accidental deletion, device failure, or loss.
Manual backup administration consumed IT resources
The four-person IT team relied on separate procedures to check backup status and follow up on failures, and the backup job success rate was 87%. Reviewing jobs and arranging retries took approximately 12 hours per week, leaving less time for endpoint maintenance and other IT priorities.
Recovering employee data took too long
When a workstation failed or files were accidentally deleted, recovery depended on the availability of a usable backup and manual coordination with the affected employee. Recovering a typical set of work files could take two to four hours, delaying project work and routine business activities.

Vinchin Solution

To address these challenges, PT Pertamina Maintenance & Construction deployed Vinchin Backup & Recovery.
After the compatibility assessment and a two-week proof of concept, the IT team completed installation, policy configuration, and initial onboarding over five working days. The rollout covered 118 of 120 workstations, with backup policies assigned according to business needs and the importance of local data.
The backup workflow includes:
Primary backup copy: Scheduled daily backups of supported workstations to dedicated backup storage.
Secondary copy: A second copy of backup data is maintained on separate storage.
Retention management: Defined retention policies to preserve recent recovery points while managing storage consumption.
Recovery validation: Quarterly sample-file restores and workstation recovery tests to confirm that protected data can be recovered when needed.

Result

Vinchin raised workstation backup coverage at PT Pertamina Maintenance & Construction from 70% to 98%, cut weekly IT backup administration from 12 to 5 hours, and shortened file recovery to 30-45 minutes.

Question? Need support?
Tel : +86-135-5029-3426 | Email: sales@vinchin.com

Vinchin | F5, Block 8, National Information Security Industry Park, No.333 YunHua Road,Hi-Tech Zone, Chengdu, China
© 2022 Vinchin All rights reserved