



“ I would not hesitate to recommend Coolspirit to any prospective customers. They are responsive, very easy to work with and tailor solutions to suit customer’s specific needs, resulting in very high customer satisfaction. ”

Giovanni Goduti
CA Technologies – Recovery Management
& Data Modeling Business Unit

Our address

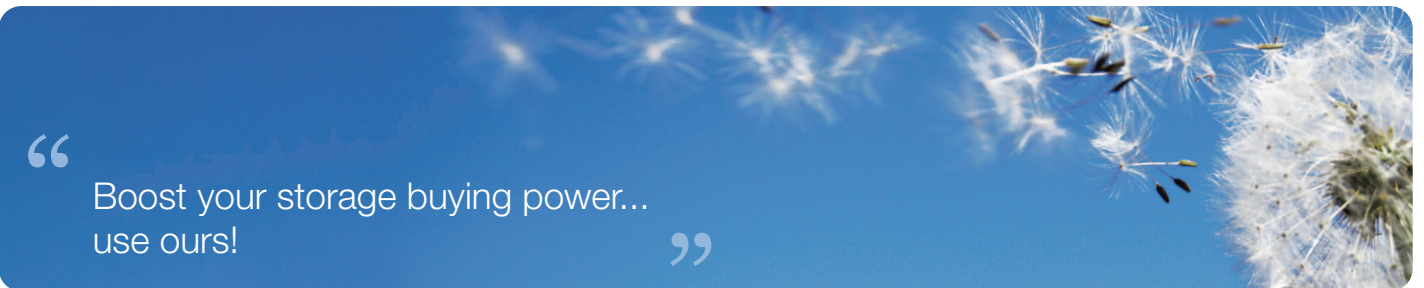
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CUSTOMER SUCCESS STORY

Sodexo Motivation Solutions safeguards data with integrated recovery management



CUSTOMER PROFILE

Industry: Business services

Company: Sodexo Motivation Solutions (Turkey)

Employees: 138

BUSINESS

Sodexo Motivation Solutions provides non-monetary benefit solutions that incentivise its customers' employees. In Turkey the company has a customer base of 12,800 private and public sector organisations.

CHALLENGE

The company is increasingly reliant on smartcards, with around 240,000 transactions a day carried out on these cards. Transaction data must be protected against loss and remain highly available.

SOLUTION

Sodexo Motivation Solutions' Turkish business uses CA ARCserve Replication to synchronise around a half-terabyte of data, including smartcard transactions, to a disaster recovery site.

BENEFIT

In the event of an incident, systems and data can be restored within an hour with minimal data loss. This ensures that Sodexo Motivation Solutions can provide recipients with benefits and aid in a timely and accurate manner.

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Business

Improving the quality of daily life

Sodexo Motivation Solutions helps public and private sector organisations enhance staff satisfaction and productivity by providing tailor-made non-monetary benefit solutions. It also manages social aid programmes on behalf of its public sector customers.

The majority of the company's solutions involve the provision of vouchers or smartcards that can be redeemed with selected retailers. For employee benefit schemes this may include gifts or entertainment, and food, transport and accommodation for social aid programmes.

Sodexo Motivation Solutions is part of an international conglomerate with 380,000 members of staff and operations in 80 countries. The company's Turkish business is headquartered in Istanbul and has 138 employees. Its 12,800-strong customer base includes global banks, retail chains and local government authorities.

Sodexo Motivation Solutions' mission is to improve the quality of daily life and contribute to the economic, social and environmental development of the regions in which it operates.

Challenge

Delivering accurate and reliable smartcard solutions

To streamline the management of employee and social aid benefits, Sodexo Motivation Solutions in Turkey has undergone a major transition from paper voucher-based systems to smartcards.

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“Our customers need to know that services will not be hampered by data loss.”

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Oguz Sayiner

Marketing and Business Development Director at Sodexo Motivation Solutions

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This has transformed the use of technology at the company, as it must now track and manage more than 240,000 transactions a day. The data from these transactions needs to be accurate and highly available for the company to operate.

Oguz Sayiner, Marketing and Business Development Director at Sodexo Motivation Solutions, comments “If we cannot access smartcard data as and when we need it, people may not receive aid and benefits on time. Reliability is the cornerstone of our business – our customers need to know that service quality will not be hampered by data loss.”

To safeguard customer and benefits data for its Turkish operation, Sodexo Motivation Solutions was using a backup system that had to be initiated manually every evening. As the company moved to smartcards, however, this approach was no longer efficient or cost-effective, especially as the company was handling a much larger volume of data. As Sayiner confirms, “Our existing backup system was time-consuming for IT staff to manage and also lacked reliability, which could result in an entire day’s worth of data being lost.”

Solution

An integrated disaster recovery platform

To enhance disaster recovery and minimise data loss, Sodexo Motivation Solutions implemented CA ARCserve Replication and CA ARCserve® Backup across its Turkish business. The solutions were



“If we cannot access smartcard data as and when we need it, people may not receive aid and benefits on time.”

Oguz Sayiner
Marketing and Business Development
Director at Sodexo Motivation Solutions,

selected following a thorough evaluation of the market for their ability to meet Sodexo Motivation Solutions’ technical, administrative and budgetary requirements.

CA ARCserve Replication synchronises around a half-terabyte of data between Sodexo Motivation Solutions’s head office in Istanbul and a disaster recovery site in Ankara. Elçin Babacan, Manager of

Database Business Unit at Sodexo Motivation Solutions, comments, “CA ARCserve Replication safeguards all our critical systems and data, including our Microsoft SQL environment, smartcard transaction databases, a Web-based ordering system and file servers.”

To ensure the replication process does not impact access to networked applications, Sodexo Motivation Solutions uses CA ARCserve Replication’s control features to limit the bandwidth allocated to replication during business hours.

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“The CA Technologies solutions are intuitive and require minimal manual intervention.”

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Elçin Babacan

Manager, Database Business Unit, Sodexo Motivation Solutions

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To provide a comprehensive disaster recovery platform, CA ARCserve Replication is integrated with CA ARCserve Backup. As Babacan explains, “CA ARCserve Backup automatically runs nightly and weekly backups of Oracle, SQL and file systems to tape for offsite storage. Data is encrypted and compressed by the solution to protect customer data and minimise storage requirements.”

The integrated disaster recovery solution is easy to configure and manage on a day-to-day basis, which has helped to reduce the administrative burden facing Sodexo Motivation Solutions’ IT department in Turkey.

“The CA Technologies solutions are intuitive and require minimal manual intervention, which means our system administrators can operate them effectively without the need for specialist skills,” comments Babacan. “We can easily verify whether replication and backup processes are running correctly, which give us total peace of mind.”

Benefit

Safeguarding the timely delivery of employee benefits

In the event of a hardware failure or incident, Sodexo Motivation Solutions can failover to its disaster recovery site in Ankara with minimal data loss or disruption to operations. “Using the CA Technologies Recovery Management solutions, we can restore systems and data within one hour, compared to 12 hours previously,” comments Babacan.

By improving the disaster recovery provision for its Turkish operations, Sodexo Motivation Solutions has been able to:

- Increase the efficiency of the IT team
- Safeguard customer data
- Ensure the timely delivery of employee benefits and social aid

“As well as ensuring recipients receive the benefits they need on time, CA Technologies’ solutions enable us to demonstrate the reliability and continuity of our services to customers, which enhances our competitive advantage,” comments Sayiner.

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“CA Technologies’ solutions enable us to demonstrate the reliability of our services to customers.”

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Elçin Babacan

Manager, Database Business Unit, Sodexo Motivation Solutions

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