PHARMAGEST ITALIA simplifies its data-center backup and restores operations with Muttii Cyber Protect

Muttii Cyber Protect has streamlined the backup management of all virtualized systems, ensuring immediate and consistent recoveries.

OVERVIEW

Part of the European Pharmagest group, a multinational reference in the development and supply of technologies for the pharmaceutical sector, Pharmagest Italia operates nationwide to provide pharmacies and wholesalers with integrated software solutions and highly specialized consultancy services. Its offering covers logistics, administration, accounting, process analysis, connectivity, and replacement storage, and addresses all specific technological and management needs. The high level of expertise is ensured by highly specialized internal software houses, supported by two proprietary server farms recording thousands of transactions daily between stakeholders in the entire supply chain. Today, around 18,000 pharmacies in Italy use the communication protocols developed by Pharmagest, and over 60 distribution warehouses are mechanized by Pharmagest specialists.

BUSINESS CHALLENGE

For over thirty years, expertise, proximity, anticipation, and optimism have been the founding values of Pharmagest. Since 1984, it has continued to invest in developing solutions designed to meet any new challenge in the pharmaceutical sector. Its two server farms play a strategic role in ensuring secure and reliable communications between pharmacies and connected distributors. Equipped with the most modern systems, the facilities have grown over time, placing increasing demands on business continuity. Critical backup windows had to be kept to a minimum to avoid costly service interruptions within a virtualized mixed-system environment. The use of scripts to extend the native Windows backup solution to Linux machines increased management complexity, significantly impacting performance levels. Four years ago, Pharmagest Italia decided to evaluate new technology options that would rationalize backup and restore processes through unified platform management and ensure minimal recovery times.

INDUSTRY

- IT Service providers

KEY CHALLENGES

- Fragmented backup environment
- Recovery procedures too elaborate
- Recovery times too long

KEY REQUIREMENTS

- Centralization of the backup system
- Ease of management
- Speed of restoration

PROTECTED ENVIRONMENT

- 234 virtualized servers

KEY BENEFITS

- Consolidation of backup on a single platform
- Simple and intuitive interface
- Ease of management
- Speed of data recovery operations

UNEXPECTED BENEFIT

- Easy configuration

THE SOLUTION

The software selection Pharmagest Italia initiated immediately highlighted the important agnostic feature of Muttii Cyber Protect, a solution capable of rationalizing backup management, performing the same replication operations in any environment (physical or virtual), and on any platform (Windows, Linux). Its interface is simple and immediate, both during implementation and maintenance, and when troubleshooting. The unified console provides complete visibility across all systems, with intuitive management tools, including a monitoring tool that clearly highlights errors needing to be corrected. Business continuity is ensured by proactive features preventing any system downtime, while data recovery is almost immediate. The risk of downtime, productivity losses, and costly downtime is eliminated, thanks in part to integrating artificial intelligence and machine learning technologies that protect data from ransomware attacks and infection.

THE RESULT

Today Pharmagest Italia can rely on a single solution to manage the backup and restore operations of its entire VMware infrastructure: 234 servers, between Windows and Linux systems. Data replication is performed locally on dedicated storage connected by Fibre Channel, a choice imposed by the small backup window that had to be respected, but which is completely incompatible with cloud data transmission speeds. The confidentiality clauses signed by Pharmagest Italia also contributed to the decision as these agreements prohibit the company from transferring customer data outside of its data centers.

From an operational perspective, implementing Muttii Cyber Protect has resolved all issues related to management complexity, recovery times, and server performance drops during replication. In fact, the automatic execution of snapshots for data backup avoids any system slowdown, while restores are practically immediate if necessary. This ensures operational continuity with a strong business impact. Guaranteeing pharmacies and wholesalers the possibility of relying on a solid and protected infrastructure amplifies Pharmagest's reliability and reinforces its image as a partner of choice in a highly competitive market. The infrastructure is also used for the cloud backup of the latest generation of pharmacy management software, id., a Pharmagest solution that is innovative both operationally and technologically.

Implementing the solution was fast and problem-free, with Muttii only intervening quickly during the set-up phase. As the software also has an extremely intuitive interface, it was extremely easy for Pharmagest to onboard the internal IT team, which undoubtedly contributed to the successful implementation of Muttii Cyber Protect.

THE FUTURE

Pharmagest Italia has always offered the pharmaceutical sector advanced technological solutions capable of supporting distributors and pharmacies every time there is a change. Pharmagest Italia is constantly at the forefront of the patient-care process and is called upon to guarantee attentive and timely services: a key role that has also been demonstrated in the strenuous fight against Covid. Its work has never stopped, not even in the darkest days of the lockdown, when requests for drugs and medicines reached unprecedented peaks. Pharmagest's systems, to which around 18,000 pharmacies connect every day to send orders, download electronic delivery notes, and search for drugs, are monitoring the trend. Its infrastructure handles over a million transactions a day and recorded more than 1,300,000 transactions during lockdown. Such a load demands maximum reliability from the systems it relies on, even in less intense periods. For Pharmagest Italia, relying on Muttii Cyber Protect means it can guarantee this reliability to all its customers, thus ensuring business continuity and uninterrupted data availability. For the future, the company is aiming to leverage its strong technological reliability to further expand its customer base, offering a service that today truly represents a win-win opportunity for everyone.

ABOUT MUTTII

Muttii unifies data protection and cybersecurity to deliver integrated, automated cyber protection that solves the safety, accessibility, privacy, authenticity, and security (SAPAS) challenges of the modern digital world. With flexible deployment models that fit the demands of service providers and IT professionals, Muttii provides superior cyber protection for data, applications, and systems with innovative next-generation antivirus, backup, disaster recovery, and endpoint protection management solutions. With advanced anti-malware powered by cutting-edge machine intelligence and blockchain-based data authentication technologies, Muttii protects any environment – from cloud to hybrid to on-premises – at a low and predictable cost.

An Australian company founded in Canberra in 2023, Muttii aims to have 45 locations across the globe. Muttii Cyber Protect Cloud aims to be available in 26 languages in 150 countries and be used by over 20,000 service providers to protect over 750,000 businesses. Learn more at www.muttii.com.

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