SEP sesam -
the Hero of your Data.

Successful companies and organizations trust
in SEP sesam backup solution

SAGAFLOR AG

Data backup on site and in the cloud for 10,000 employees: SEP Sesam makes this possible with just one solution

SAGAFLOR AG unites renowned brands such as ¨grün erleben¨ and ¨da blüh' ich auf!¨ as a service center for future-oriented, independent garden centers and pet stores in one company. With a total of 180 nurseries and garden centers as well as the ZOO & Co. franchise system and the established Tier Total brand, SAGAFLOR AG operates over 100 stores and employs around 10,000 people together with its partners. The central administration of SAGAFLOR AG is located in Kassel, where a large part of the IT infrastructure is centralized. SAGAFLOR has relied on SEP as its data backup solution for almost 15 years. Both for the data at the head office and for that of the stores and applications in the MS365 cloud environment.

Even before 2010, SAGAFLOR AG relied on the SEP Sesam backup solution from SEP AG to reliably back up the data of the entire network and the affiliated garden and pet stores. The decision in favor of SEP Sesam was made after a thorough examination and a personal meeting at the IT trade fair ¨Systems¨ in Munich. ¨I was looking for a backup solution and stopped at the SEP counter. After a conversation with SEP founder Georg Moosreiner, it was clear to me that SEP Sesam was the right choice for us,¨ recalls Jörg Panthöfer, Head of IT at SAGAFLOR AG, together with his deputy Ralf Gerhard, who is responsible for the data center and thus also the entire backup infrastructure. The reference and the contact with IT colleagues from another SEP user, where SEP Sesam is also used, were the deciding factors for the procurement of the backup solution ¨Made in Germany¨.

> ¨The certification of the SEP backup solution by SAP and its ability to cover our entire IT infrastructure was of great importance to us. For Microsoft 365, we chose the SEP CAPS solution because of its ease of use, comprehensive features and legal compliance¨
> Jörg Panthöfer, Head of IT, SAGAFLOR AG

Challenge and solution

Before implementing SEP Sesam, SAGAFLOR AG used a backup solution that frequently caused problems. Delays in support were no longer acceptable. ¨With SEP Sesam, we now have a solution that works quickly and reliably and whose support is available in our time zone,¨ explains Jörg Panthöfer. The changeover to SEP Sesam took place gradually and in close cooperation with the SEP consultants. A workshop was held to explain how the system works and to plan the implementation. Each computer type was configured as an example and the solution was then rolled out.

Users

SAGAFLOR AG, a leading specialist retail cooperation in garden and pet supplies, unites over 180 nurseries and garden centers as well as over 100 stores under the ¨grün erleben¨ and ¨da blüh' ich auf!¨ brands. The head office in Kassel coordinates IT activities and supports stores in Germany, Austria and Switzerland. With around 180 employees at its headquarters and a total of around 10,000 employees, SAGAFLOR operates a complex IT infrastructure comprising physical servers and virtualized environments. The central extranet and digital archiving are managed in Kassel. SAP, VMware, Proxmox and various database types such as HANA, Oracle, MySQL, PostgreSQL and MS SQL are key components of the IT landscape. The cloud solution around MS365 must also be well secured.

www.sagaflor.de

Initial situation

Before the introduction of SEP Sesam, SAGAFLOR AG used a backup solution that frequently caused problems. The support for this solution was unreliable and delayed, which led to considerable difficulties in data recovery. As a result, SAGAFLOR AG was looking for a reliable, fast and same-time-zone alternative to effectively back up its extensive and complex IT infrastructure. After switching the office environment to MS365, a cloud backup solution was also sought.

Solution

SAGAFLOR AG opted for the SEP Sesam backup solution from SEP AG to reliably back up its data. SEP Sesam offers a fast and flexible backup solution that integrates seamlessly into the existing IT infrastructure. By installing clients on each virtual machine, SAGAFLOR can efficiently back up both physical and virtual environments. The solution includes a dedicated backup server system connected to an LTO-8 tape library to ensure a high data throughput rate and secure data storage. For the Microsoft MS365 environment, SAGAFLOR relies on the cloud backup SEP CAPS. SEP Sesam's support is fast and available in the same time zone, which further increases the efficiency and reliability of data backup.

Infrastructure and backup strategy

SAGAFLOR AG's IT infrastructure comprises an in-house data center in which both physical servers and virtualized environments are operated. "We use SAP as our ERP system and use VMware and Proxmox for virtualization. We also use various databases such as HANA, Oracle, MySQL, PostgreSQL and MS SQL," explains Jörg Panthöfer. SEP Sesam enables SAGAFLOR AG to manage and back up all these systems centrally. "On the backup side, we don't view the systems as virtual machines, but back up each VM with a corresponding client. This gives us greater flexibility and control," explains Ralf Gerhard, responsible for the data center. The applications in the cloud environment, in which SAGAFLOR uses Microsoft MS365, are also backed up with SEP, specifically SEP CAPS.

SAGAFLOR AG uses a dedicated backup server system connected to a tape library to back up the infrastructure in Kassel and the data from the stores on the extranet. "Our backup server is connected to an LTO-8 tape library, which ensures a high data throughput rate and spatial separation via fiber optic connections. We follow the 3-2-1 rule and store full backup tapes in a safe every month," explains Ralf Gerhard.

Jörg Panthöfer, Head of IT, SAGAFLOR AG

"It's ideal for us that SEP has support in Germany and can get in touch quickly when we need it. Then the colleagues are there immediately. However, you need them very rarely."

Ralf Gerhard, Deputy Head of IT / Head of IT Development, SAGAFLOR AG

Advantages and experiences

The introduction of SEP Sesam has proven to be extremely beneficial for SAGAFLOR AG. "We once had a disaster with an Oracle database, which we were able to restore without any problems. Otherwise, our data was always stable, and we only occasionally had to restore individual files," reports IT Manager Jörg Panthöfer. Another advantage of SEP Sesam is its support for different platforms and database types. "We are strongly oriented towards open-source software and operate over 95 percent of our server landscape on Linux. SEP Sesam provides excellent support for this environment and adapts flexibly to our requirements," emphasizes Jörg Panthöfer.

Customer environment

File system backups:
A full backup comprises around 40 terabytes of data, which is backed up as a full backup at the weekend.

Backup of important applications and systems:
- - SUSE
- - VMware
- - SAP HANA
- - MySQL
- - PostgreSQL
- - MS SQL
- - Microsoft 365
-

Hardware and storage:
Use of LTO-8 tapes for data backup.
A Fujitsu server serves as a backup server backup storage.

SEP Sesam:
SEP CAPS

Support and further development

SEP Sesam's support is also highly valued by SAGAFLOR AG. "The response times are fast, and we have always found a solution so far. Especially in the case of restore issues, action is taken immediately, and we receive the necessary support," praises Jörg Panthöfer. For the future, SAGAFLOR AG plans to further expand the backup solution and integrate it into new IT solutions. "We continue to rely on open-source technologies and are constantly examining how we can optimize our IT infrastructure. Backing up data with SEP Sesam will play an important role in this," concludes Jörg Panthöfer.

Result

With SEP Sesam, SAGAFLOR AG has found a reliable and flexible backup solution that meets the company's specific requirements. "The system is good and runs stably. SEP Sesam offers an excellent price-performance ratio and supports us optimally in backing up our business-critical data," summarizes Jörg Panthöfer. With SEP Sesam and SEP CAPS for MS365, SAGAFLOR AG has not only implemented an effective backup solution, but also established a partnership based on reliability and fast support. "SEP Sesam has become an indispensable part of our IT infrastructure," concludes Jörg Panthöfer.

"SEP Sesam has become an indispensable part of our IT infrastructure."

Jörg Panthöfer, Head of IT, SAGAFLOR AG

SEP GmbH

SEP has been developing and selling enterprise-wide data protection solutions since 1992 and is headquartered in Holzkirchen near Munich. A branch office with support and sales team is also located in the USA. SEP GmbH is a manufacturer of backup and disaster recovery software solutions for the protection of all data. The backup solution SEP sesam is developed "Made in Germany" and supports a variety of virtual environments, operating systems, applications and databases - from development to support without backdoors. The universal support of complex system environments clearly sets SEP sesam apart from its competitors. Users appreciate the ability to consolidate multiple backup systems in just one centrally managed solution.
The immutable solutions, which provide unalterable protection for backup data even against ransomware, also contribute to additional security. SEP offers a GDPR-compliant cloud-to-cloud backup and data loss prevention solution for Microsoft 365, Salesforce, Google Workspace and Dynamics 365 with the SEP Cloud Application Protection Service (CAPS).

Head office (EMEA):
SEP GmbH
Konrad-Zuse-Strasse 5
83607 Holzkirchen, Germany
Phone: +49 8024 46331 0
Fax: +49 8024 46331 666
Email: info@sep.de

SEP USA:
1630 30th Street
Suite A #265
Boulder, CO 80301, USA
Phone: +1 303.647.3915
Fax: +1 877.611.1211
Email: info@sepsoftware.com

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