Polygon

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Jessika Palm, IT Controller, Polygon

Business Challenges

Thousands of employees transitioned to Google Apps without a complete backup solution, causing IT to depend on users' trash bins for recovery

Temporary worker data that needs to be retained, forcing the company to maintain and pay for idle user accounts

Industry regulations, requiring customer documentation to be retained for 10 years

Results

Automated cloud-to-cloud backup solution for Google Apps, enabling the fast and accurate recovery of lost data

Backup and retention of cloud data from de-provisioned users, keeping data in a usable format and reducing costs to maintain idle accounts

Unlimited retention of cloud data, ensuring that the strictest data regulations are met

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Polygon is the European market leader for property damage restoration. Headquartered in Stockholm, Sweden, Polygon has 2,900 employees staffed across 300 offices in 13 countries. Today, Polygon depends on eFolder Cloudfinder to preserve Google Apps cloud application data.

There is no "normal" day for a business that helps companies recover from environmental disasters.

Jessica Palm, IT Controller at Polygon

"There is no template for property damage. We simply have to be ready to respond," says Jessika Palm, IT Controller at Polygon. "To stay dynamic, especially with the size of our company, we depend heavily on technology."

With over 40 years of experience, Polygon is a worldwide leader in property damage restoration. The company, which has more than 2,900 employees staffed across 300 offices in 13 countries, has embraced cloud applications to scale its business.

"Transitioning to cloud applications has allowed us to manage IT for thousands of people around the world from one office in Stockholm, Sweden," says Palm. "However, we knew that there were inherent risks."

In 2012, the company moved from Lotus Notes to Google Apps to promote collaboration and eliminate data sprawl. Polygon understood that adopting the cloud would allow them to work more efficiently, but also realized that data in the cloud must be backed up in the same way on-premise data would be. At the time, Google Vault for Gmail was in a nascent state and did not offer a complete solution for backup of Google data.

"We didn't have a cloud backup solution and we were depending on user's trash bins to preserve data. We knew that, inevitably, people would make mistakes and that this was not a backup strategy," Palm said.

Polygon was also incurring growing costs for maintaining idle user accounts that were originally created for temporary workers. When temporary workers finished their contract, Polygon had to either continue paying licensing fees for the dormant accounts or download the users' inbox.

"If we maintained the account it was costly, and if we downloaded the data it was in a format that could not be used for later discovery or restoration," says Palm. "We needed a solution that could retain temporary worker data even after the accounts were deleted."

In early 2014, Polygon's IT solution provider, Avalon Innovation, recommended eFolder Cloudfinder, an automated cloud-to-cloud backup solution. With Cloudfinder, Google Apps cloud application data is automatically backed up three times a day to the eFolder Cloud. In the event that data needs to be recovered, Polygon can instantly search for and restore data directly back into their live instance of Google Apps.

Cloudfinder helps Polygon preserve and leverage Google Apps data. Featuring unlimited retention, Cloudfinder allows the IT department to restore or download data from active and dormant accounts. The data is a usable format, so the company no longer has to absorb the monthly costs of temporary workers.

Polygon helps companies recover from property damage, including water damage.

This rich retention has also allowed Polygon to meet industry regulations on the retention and reproduction of customer documentation.

"Being in the property damage restoration industry, we know that the companies that survive are the ones that plan ahead," says Palm. "Cloudfinder is our insurance policy on cloud applications and gives us confidence that we will never lose cloud data."