

A large, circular, yellow-tinted image of a park with many people walking on a path. The image is overlaid with several overlapping light blue circles of varying sizes. The text is centered over the image.

Puget Sound Energy
increases the effectiveness
and reliability of their multi-
vendor backup requirements
using **BackBox**.

“ Puget Sound Energy is now able to run a monitoring screen, which means that we can just look up at the screen and see if systems are green. If they're not, I'm able to dive in quickly and see what's going on. Having this ability significantly improves our efficiency. ”

“ BackBox enabled us to perform more effectively and quickly respond to system problems. This significantly differentiated them from the multiple solutions we previously implemented. ”

William Lidster

Puget Sound Energy

Senior Information Security Leader

“Honestly, for a long time, I felt we were half-blind; the script was run, but that didn't mean the backup worked.”

William Lidster

Puget Sound Energy

Senior Information Security Leader

The Company

Puget Sound Energy, (PSE) is a Washington, USA, state energy utility, providing electrical power and natural gas. The utility serves electricity to more than 1.1 million customers across eight counties in the United States. PSE covers a 6000 square mile electric and gas services area. PSE owns coal, hydroelectric natural gas and wind power facilities.

The Background

PSE, had a diverse IT infrastructure running scripts, Unix servers and technology that backed itself up. The company had a hybrid mix of technologies and scripts that they were developing, managing and and maintaining. PSE was looking for a way to simplify how they could view the entire process. In addition, they had to comply with a US federal mandate that required the organization to have extremely sound backups and a very detailed documented process.

Company Information

Industry :: Energy, Utility

Size :: 3000 employees

HQ :: Washington, USA

Revenue :: \$3.23 Billion

<https://www.pse.com>



1.1 Million Customers

To effectively manage a multi-vendor environment, using multiple methods to back up multiple technologies, PSE was looking for a simple, easy to manage, dashboard view of how backups were performing. Being able to evaluate the success of a backup was critical to the business to avoid missing a 'failed' backup. The company realized that there was a risk involved when they ran a script. When the backup process was performed, even if they got a 'green light', it did not necessarily mean that they had a reliable backup - it would just mean that their script worked!

The Solution

BackBox was able to provide PSE with a solution that gave a single-view for all of their backups from a multi-vendor environment. This functionality enabled PSE to have centralized visibility of all the backup and recovery results and easily extract information if something went wrong.

The Results

Since implementing BackBox, PSE, is now able to carry out a check in seconds and they no longer have to dig through scripts; saving the company time and resources. They also have peace of mind that their backups will restore successfully and with an added level of security by encrypting the credentials.

The process for trouble shooting issues has become much more simplified. With all the different checks that BackBox conducts, PSE can monitor when a backup happens and what occurs during the backup, remediating issues if required. By providing PSE with this functionality, BackBox has significantly improved their backup effectiveness and reliability. In addition, the BackBox intuitive GUI interface provides PSE with the ability to just 'click' here and 'click' there to back up and restore any device on their network simply and easily.

About BackBox

BackBox provides a single, centralized solution to manage all network and security device backups, ensuring that the recovery process always begins from the same location. Backups are protected by a state-of-the-art infrastructure to ensure that no critical configurations are compromised.

<http://www.backbox.com>

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