TONTEC INTERNATIONAL LTD

Tontec reduces effort and costs while safeguarding Microsoft Office 365 data with Metallic
CUSTOMER STORY

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Nelson Lam, Head of IT
Tontec International Ltd.

ABOUT TONTEC INTERNATIONAL LTD.

Founded in Hong Kong in 1982 as a family-owned business, Tontec International Ltd. (Tontec) is a leader in the design and production of plastic injection molds. With over 4,000 employees worldwide, Tontec aims to provide high-quality products and services to the aerospace, automotive, industrial appliances, office equipment, and medical device industries.

As a leading plastic injection molds and moldings manufacturer, data availability is crucial for a seamless production process. So when the COVID-19 pandemic hit and most of its staff transitioned to a work-from-home model, Tontec took the opportunity to switch to Microsoft Office 365. With the exponential growth of its data in OneDrive and emails, Tontec needed a scalable and secure data protection solution to quickly...
back up and recover data without the burden of additional storage costs. Driving factors to seek to increase productivity and accessibility enabling Tontec personnel to access email and documents for anywhere, to enhance collaboration and communication, and to have a simpler Licence management.

“Commvault and Microsoft have a great partnership in the data protection space. We are confident that Metallic Office 365 Backup works better than the other solutions we tried,” said Nelson Lam, Head of IT, Tontec International Ltd.

THE CHALLENGE

Before Metallic, Tontec used an email archiving cloud solution to archive emails, yet sluggish download speed restoring vital emails from the legacy system was frustrating business with slow restoring times. For example, the legacy system could locate emails adequately, yet 400KB/s downloading speeds disappointedly slow compared to Metallic 10Mb/s using the same internet connection.

Lam’s team also used Veeam to back up data on-premises. But with the move to Microsoft Office 365, Veeam were strained to adequately scale with Tontec’s significant growth in data volume due to unlimited file storage in OneDrive. In addition, some drives had error logs and problems backing files, negatively impacting the production process.

To support growth across different industries and countries, it was critical for Tontec to find a scalable and reliable Data Protection as a Service (DPaaS) solution to simplify backup and recovery for Office 365 and reduce storage costs.

THE SOLUTION

After evaluating various vendors, Tontec selected Metallic Office 365 Backup to protect 900 users across Exchange, OneDrive, and Teams.

“We have almost 30 TB of data – and it’s growing every day. If the data protection solution is not reliable and difficult to use, our business will have a problem,” said Lam. “With Metallic Office 365 Backup, we can even back up emails that a user may delete intentionally. This is the data protection that we wanted.”

Lam added that Metallic offers post-deployment support that other vendors lack. This gives Tontec the peace of mind knowing Metallic, built by Commvault, is working with Microsoft to ensure its data in Singapore is protected from deletion, corruption, and ransomware attacks.

Metallic sends us alerts if there are any backup issues, so we don’t have to spend time looking for problems. It is a system you can easily configure and forget about.”

Nelson Lam, Head of IT
Tontec International Ltd.
THE RESULTS

Using Metallic Office 365 Backup’s unlimited storage and retention, Lam and his team saved USD 20,000 and have peace of mind knowing they no longer need to worry about scalability or storage capacity for backups.

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Previously, Tontec dedicated one full-time IT team member to restoring emails. However, thanks to Metallic’s self-service user capabilities, users can now easily search for data themselves without involving the IT helpdesk. This frees up time for the IT team to focus on value-added activities, such as digital transformation projects. The metric for time saved across Tontec business will be in next reporting cycle, it will be significant. Example of a time saving - One IT person would be tied up consuming easily 10 hours per week in helping a Tontec user search and restoring emails in the past, time saved being positively directed to business driving activities.

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Single sign-on with Microsoft also helps to ensure that only an authorized person can access Metallic backups. For example, a system administrator or sole operator cannot see the content of each email – only the title information.

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“Metallic delivers integrated, zero-trust security for peace of mind. We have complete confidence that our data is safe,” said Lam.

The pandemic forced many Hong Kong companies to pivot to a work-from-home model without much warning. Using Office 365 and protecting its data with Metallic, Tontec now enables a flexible working model for employees while ensuring data security.

“The ability of Metallic to back up email accounts, OneDrive, and Teams is really what I like,” said Lam. “I cannot imagine how we could deliver our mission-critical service without Metallic Office 365 Backup.”

Lam concluded that the next step for Tontec is to move more of its software and platform to the cloud, making cloud backups even more important for the business.

“With Metallic, there is no need to carry out work to secure Microsoft Office 365 data or take it to other sites. This is a good transformation for us,” said Lam.

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