



CASE STUDY

City of Tartu in Estonia relies on HYCU to bridge its Jira backup gap



Introduction

Tartu is the second largest city in Estonia, home to the country's largest university and houses the Supreme Court of Estonia, the Ministry of Education and Research, the Estonian National Museum, and the oldest Estonian-language theatre, Vanemuine. The city is a vibrant center for science, technology, and the arts. To serve its population, the city's government relies on a robust IT infrastructure combining Nutanix and a mix of on-premises Windows and Linux servers supported by their Atlassian cloud applications.

Challenge

The city's IT team was using Atlassian's Jira Asset Management to support tickets, incident issues, change requests, to help improve visibility and accelerate work across all their use cases across departments. Unfortunately, they discovered the hard way that Jira's data backup was not what they expected.

One evening, while performing maintenance on some Jira objects, Desktop Help Desk lead Margo Martis deleted an unneeded object. Jira asked him to confirm the deletion and he clicked ok. "Then I saw all 2,000 assets disappear in a second," Martis recalls, noting that the deletion was set to "object type" rather than "object."

"I called Atlassian support and they said, 'This is your data, we unfortunately can't help you with that,'" he recalls. Ultimately, it took the Tartu team two weeks to recover the data.

"We recovered about 70 to 80 percent of the data," Martis says. "That was the moment we realized that we needed to address backup for Jira."

Solution

The Tartu team had been using HYCU for its on-premises Nutanix data protection and was impressed by its ease of use, performance and reliability. They decided to give HYCU a try for its cloud infrastructure, including Jira and S3 storage.



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Margo Martis - Desktop Help Desk Lead

Deployment was quick and straightforward, according to SysAdmin Indrek Pajula. “The HYCU part was easy, that took less than a day,” he says, noting that the only additional work needed was around connecting with their S3 storage. “Most of the work was getting all conflicts resolved.”

Having used HYCU previously for on-prem, Pajula notes that the interface and functionality for cloud is familiar, enabling them to get up to speed in little to no time.

Results

The Tartu team has been using HYCU for its cloud backup and restore for about seven months and now have full confidence that their database assets are safe and sound. While major restores have been few and far between, the team likes that HYCU enables easy granular restores.

“Previously, when somebody wanted one project restored, we had to get it up and running in a sandbox and then get the one piece of data without changing the other data,” Martis explains. “HYCU makes it easy to get that one change.”

They also like HYCU’s speed. “Recovery is really fast. If something is deleted, I can get it back quite easily and fast,” Martis says.

Ease of use and responsive support are other HYCU hallmarks, Pajula says. “HYCU has always been quite easy to work with, whether setting it up or operating. If we do have questions or issues, HYCU support is very accessible. We always get a quick answer.”

Looking to the future, the Tartu team is looking to adopt Atlassian Confluence™ and considering moving Office 365 data protection to HYCU, as well. No matter how their environment evolves, Martis and Pajula have confidence in HYCU’s ability to protect their data.

“The thing about backup is that you never know when you will need it. But then there’s that day when you need that backup and you need it now,” Pajula says. “It needs to work. And HYCU does that for us.”



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