

CASE STUDY (SAGA)

SAGA's Backup and Ransomware Recovery Journey with Harbor

Saga is an organisation born out of a travel business set up in the 1950s, now solely serving customers over 50 with services spanning travel, cruising, financial services and insurance. In this video, Ray Brown, Technology Operations Director at Saga, explains how the team has modernised backup and recovery with Harbor.

Ray describes how Saga's central technology team previously relied on a mix of backup technologies: different products for different systems, separate tools for services like Active Directory and tape-based processes with their own complexity. The tools worked for day-to-day backup, but recoveries were slower and more manual than the team wanted, and restoring critical systems in the face of ransomware was a particular challenge.

After assessing several options, Saga selected a platform technology for its compatibility across the environment and its ransomware protection capabilities, with Harbor as the aligned delivery partner recommended by both tech vendor and existing partner Bytes. Harbor was involved from the earliest stages of the RFP and, in Ray's words, clearly understood what Saga was trying to achieve and where it wanted to go.

The resulting solution combines the backup platform with a clean room for ransomware recovery and immutable backups, delivered as a fully managed service from Harbor. Harbor manages and monitors the backup environment and implements changes, while Saga still has the option to run recoveries itself. Ray highlights the smooth implementation into a new VMware environment, support for legacy technologies and prompt help when incidents occur as key factors in building confidence that Saga has both the right solution and the right team behind it.

In the video, Ray shares more detail on that journey – from the original challenges to how working with Harbor is helping Saga meet today's expectations around protecting data and recovering from outages and attacks.

Ray Brown, Technology Operations Director, SAGA

