

— CUSTOMER STORY

A small IT team finally knew its backups would actually restore.

Backups nobody had restored

The university backed everything up every night. What nobody could say with confidence was whether any of it would restore — because restoring took a day nobody had.

The situation — Big estate, small team

A central IT team of nine supported research, teaching and administration systems across two campuses:

- Restore tests were planned every term and quietly skipped when term got busy.
- Incident summaries for leadership were assembled by hand each Monday morning.
- Research groups ran their own storage, with their own ideas about retention.
- The team had no time to build automation from scratch.

The move — Two prebuilt workflows, run as-is

The team ran the prebuilt Backup Restore Drill weekly against recent snapshots, reporting recoverability gaps, and the Nightly Report Export to email leadership a formatted summary of yesterday's incidents. Neither needed forking to be useful in the first week.

"We're nine people. We were never going to write a restore-test framework. Running two things from a library was something we could actually do in a week."

— HEAD OF INFRASTRUCTURE SERVICES

— DEPLOYMENT SNAPSHOT

SECTOR

University, two campuses

ESTATE

Research, teaching, admin systems

START POINT

Two prebuilt workflows

TYPE

Workflows (deterministic)

TRIGGER

Weekly and nightly schedules

SCOPE

Central and research storage

OUTPUT

Recoverability report, leadership email

INTEGRATIONS

VMware, Linux, Windows, email

— BUILT ON

3

AUTOMATION
TYPES

10

BLOCK FAMILIES

1-click

RUN ON ANY
SITE

- **Fork, don't start blank.** Most of the work already exists in the library — change what is different.
- **Pick the right machinery.** Fixed steps, reasoning inside rails, or a standing agent — matched to the job.

— HOW IT WAS BUILT

Run

Both workflows run as-is from the library — no forking needed at first.

Point

The restore drill targets central storage first, then research groups who opt in.

Report

Recoverability gaps land in a weekly report with the affected system named.

Summarise

Leadership gets yesterday's incidents by email each morning, formatted.

— WHAT CHANGED

BEFORE WORKFLOW DESIGNER

- Restore tests skipped every busy term
- Backups assumed, never proven
- Monday mornings spent on incident summaries
- Research storage a blind spot
- No time to build anything new

WITH WORKFLOW DESIGNER

- A restore drill every week, automatically
- Recoverability gaps named and fixed
- Leadership summary sent every morning
- Research groups opting in to drills
- Two automations running within a week

— WHERE THE CHANGE CAME FROM

Prebuilt fit a small team

Running existing automations as-is was the only realistic option for nine people.

Evidence changed priorities

A named recoverability gap got fixed; a vague worry never had.

Reports freed Monday mornings

The summary nobody enjoyed writing now writes itself.

— WHY THIS MATTERS IN HIGHER EDUCATION

Prebuilt library

Deterministic workflows

Schedule triggers

Report outputs

Cross-platform

One-click run

Success-rate tracking

Category filters

— BOTTOM LINE

Workflow Designer let a nine-person university IT team prove its backups every week — without building anything from scratch.

3 AUTOMATION TYPES**10** BLOCK FAMILIES**1-click** RUN ON ANY SITE

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**Stop rewriting the same
runbook.**

Fork a prebuilt automation, point it at your site,
and run it today.

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RUN

1-click, any site

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