



AWS CUSTOMER STORY

A DECADE OF SET-AND-FORGET BACKUP & DR

How Australian Community Media protects the nation's regional news archive with N2W.

ACM

AUSTRALIAN COMMUNITY MEDIA

James Flores

Enterprise Systems Engineer



Ten years of reliable backups.

10+

Years running N2W

Chosen when ACM opened its AWS account

365

Nightly backup cycles/year

All running the same consistent process

52

Protection-coverage checks

Via the unprotected resources report, scheduled weekly

0

Manual snapshot cleanup

Retention policies handle the lifecycle automatically

1

Console for everything

Backup, restore, and cross-region migration

24/7

Availability requirement

Breaking news by day, print production overnight

ACM

INDUSTRY

Regional news media

ENVIRONMENT

Cloud-first on AWS

PROTECTS

Amazon EC2, RDS, VPC configs

The cloud solved one problem and introduced new ones.

Moving to the cloud meant no more big capital outlay for servers and storage. What it *didn't* mean was less to keep track of.

1. Elastic also means easy to forget

Resources get spun up and, just as easily, get left running and ignored. With multiple people provisioning in the same AWS account, James had no reliable way to know what was actually protected versus what he assumed was protected.

2. ACM is effectively a national archive

PDFs of every page, decades of images, content that can never be deleted. The data only grows, and so does the pressure to control storage costs. "There really is no 'get rid of stuff,'" James says. "We need to keep all our data since the inception of news."

3. Manual snapshot management doesn't scale

Before N2W, ACM managed native AWS snapshots on their own – including relying on memory to restore an EC2 instance with its original IP, security groups, and VPC. Managing snapshots yourself, as James puts it, "becomes a nightmare exponentially depending on the number of instances you have."

“ There's stuff everywhere and we didn't have any visibility.”

Five things James could stop doing manually:

01 Full configuration capture

N2W captures complete EC2 configuration as part of every backup – IP address, security groups, VPC. Restoring an instance means going back to a point in time, not reconstructing settings from memory. “N2W just handled all that for me.”

02 Automatic cleanup

Retention policies manage the snapshot lifecycle end to end, removing the “nightmare” of manually tracking and deleting snapshots as instance counts grow.

03 Visibility into coverage

James schedules N2W’s unprotected resources report weekly – 52 checks a year that catch anything colleagues spun up and forgot. The Protection Overview widget puts the same view on the dashboard at every login.

04 Recovery confidence, verified

Built-in test restores mean James can confirm the environment is recoverable – and get flagged if something’s wrong – “before you leave it and forget about it,” not during an emergency.

05 Alerts instead of checking

Daily success/failure reports mean backups are something James hears about only when they need attention. “It’s less checking and more doing other things.”

“ I can’t even remember what the other products were. That’s how memorable they were.”

James Flores, Enterprise Systems Engineer, ACM

Drama-free backup and recovery.

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