FAST LTA

Customer Case Study | Silent Bricks | Air-Gapped Veeam Backup

How the Municipality of Wichelen added an offline backup that colleagues can also manage easily

The Municipality of Wichelen wanted a backup copy that was physically disconnected from the network and required fewer steps for recovery than tape. Following a trial, it selected Silent Brick Air with Veeam. The removable modules also proved easy for administrative colleagues to swap when the IT manager was absent.

Store safely and restore quickly

For the Municipality of Wichelen, a backup also had to remain available if the active IT environment was affected by a cyber incident. The municipality therefore wanted a physically disconnected copy. Tape was considered as an alternative, but the team found the recovery process too cumbersome and slow for the desired workflow. The system also had to be easy to operate, even when the IT manager was absent.

Wichelen evaluated the solution through a trial setup. During the trial, the protection, recovery and ease of use of Silent Bricks were assessed. According to the municipality, recovery during the trial was faster than with the previously considered tape setup.

The experience?

“We had to adjust our backup configuration after two months, but since then I haven’t had to worry about it.”

Benjamin de Vriendt, IT Manager at the Municipality of Wichelen



Photos: Municipality Wichelen, September 2024

COMEX

Three removable modules with Veeam

The municipality selected a Silent Brick Drive with three Silent Brick Air modules for its existing Veeam backup. When a module is removed from the Drive, a physical air gap is created between that back-up copy and the network. This helps keep the copy out of reach of an attack spreading through the connected IT environment. The other key requirement was that someone could swap the modules without complicated management procedures.

Long-standing IT partner IT1 guided the evaluation and trial. Engineer Tony Vercauteren worked with the municipality, while Comex supplied the solution and supported the process. According to IT Manager Benjamin de Vriendt, installation and instructions took approximately two hours. After two months, the team made a further adjustment to the backup configuration.

Ease of use proven in practice

During De Vriendt's absence, administrative staff swapped the Bricks without any problems. This is a concrete result of the straightforward workflow: maintaining the offline copy does not depend on the presence of a single technical specialist. De Vriendt indicated that, after adjusting the configuration, the solution required very little attention.

The physical separation protects the removed copy against access via the network. Regularly swapping and checking the modules remains part of the backup routine.