
Redstor Case Study

University of Bristol Deliver Faster Recovery Times And An Improved Service to Students

"With Redstor, we have improved data recovery times, saved on costly manpower and improved our ability to provide a high quality service to the University."
Harvey Ditchfield, IT Systems, University of Bristol

Case Study

In early 2003, Bristol University's existing tape technology was starting to show its age. As Harvey Ditchfield, senior UNIX administrator, recalls: "The demands on our central servers were stretching us to the limit, particularly with the rapid growth in email traffic.

"These systems provide the University with a range of support services, including central finance, on-line training and the virtual learning environment for students, and our ability to back up effectively overnight was under constant pressure."

His team had begun to look at the productivity benefits which the latest LTO tape technology could offer and had also recognised the need to put in place a disaster recovery plan, which would require tapes to be held in a remote site.

The University had already been working successfully with storage solutions provider, Redstor, and together they assessed those available library options which could best meet these requirements. Following a full tender process, Quantum's Scalar 100 library was selected as offering a well-rounded specification at a competitive price.

Ditchfield had previous experience of Quantum working in a commercial environment and the references taken from other universities were equally positive. "In short, we had the right product and had confidence and trust in both the technology provider and installer," he says.



At A Glance

The Issues:

- Ageing technology
- High support costs
- Difficult administration
- Complicated continuity
- Not Meeting SLA's

The Redstor Solution:

- Quantum Scalar i2000 with LTO technology
- Redstor Integration into existing systems
- Redstor Advice on DR
- Redstor Support

The Benefits:

- Faster Backup & Recovery Times
- Complete DR plan
- Reduction on future
- Support & Admin costs

Almost immediately however, the launch of Quantum's next generation Scalar i2000 library caused Harvey and his colleagues to rethink, attracted by its simple and cost effective scalability, which offered an important additional element of future-proofing – and at a price they found they could afford.

"Quantum does not manufacture tape drives and has a single-minded focus on providing the best possible solutions for the protection, access and management of data," says Redstor MD Paul Evans. "The latest Scalar i2000 – the first library to be based on Quantum's intelligent iPlatform™ architecture – is a perfect example of this approach, by integrating and simplifying backup in network storage environments and so reducing the need for external applications, equipment and management."

At the time Quantum's UK sales director, Christo Conidaris agrees and points to why the Scalar i2000 has struck a chord with users like the University of Bristol: "Today, such organisations face with huge pressures of rapid data growth, budgetary pressures and more complex environments," he believes. "The new i2000's high level of integration and range of management tools make it easy to use and its capacity on-demand scalability – allowing users to expand capacity for 100 to over 2,200 cartridges by means of a simple software key – makes it easy to buy."

The University finally settled on a Scalar i2000 and a smaller Scalar 24 as back up for the local site. Implementation took just a week in December 2003 – "a 'fit and forget' solution, delivered on time and on budget", confirms Paul - and the University is already experiencing significant benefits.

For Harvey and his team, the i2000's intelligent functionality provides valuable feedback about operations with ongoing monitoring and reporting. "In addition, with three tape drives compared to the previous one, we also have all the flexibility we need and save times have halved," he confirms.

"Tape drives are no longer the bottleneck and our ability to hold more tapes on-line has greatly improved data recovery times, saving costly manpower and improving our ability to provide a quality service to the University." And the future? For public and private sector organisations alike, the problems of data growth will not go away and the i2000's built-in storage network support for the latest connectivity options ensure the University is ideally-placed to take advantage of SAN technology currently under consideration.

About Quantum

Quantum Corp. (NYSE: QTM) is the leading global storage company specializing in backup, recovery and archive. Combining focused expertise, customer-driven innovation, and platform independence, Quantum provides a comprehensive, integrated range of disk, tape, and software solutions supported by a world-class sales and service organization. This includes the DXi-Series, the first disk backup solutions to extend the power of data de-duplication and replication across the distributed enterprise. As a long-standing and trusted partner, the company works closely with a broad network of resellers, OEMs and other suppliers to meet customers' evolving data protection needs.

About Redstor

Founded in 1998, Redstor is a profitable Managed Services and IT Solutions Company focused around storage, data management and protection. Over 50% of Redstor's income is repeatable based upon creating enduring relationships with its customers. Redstor has over 10 years of expertise in managing, supporting and monitoring customers' data either at their site, remotely or on Redstor's own online storage and backup platform.

Redstor's trusted consultative approach is based upon understanding prospects and customer's business and IT goals and vision, then establishing a base line, before working with the customer to build a plan of action and a solution. This approach was a major factor in Redstor winning the SNS Storage Integrator of the Year Award 2008.

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