
Redstor Case Study

Finch Group 'insure' availability of valuable client data 24/7

"Very Pleased with the Redstor Online Backup Solution"
Matthew Finch, Operations Director, Finch Group

Case Study

Finch Group is an insurance and financial services group that was established in 1971. They are based in Reading, Berkshire and Liphook, Hampshire. Access and availability of their business and client data is a regulated necessity and goes to the root of their reputation. Finch Group are a leader in the Insurance Broker market place in the Thames Valley and intend to maintain this leadership position in the market through good business practice.

Matthew Finch, Operations Director at Finch Commercial said "If I am to lose a nights sleep over our business operations, I do not want it to be wondering if the data backup is going to be successful. With the solution we had prior to dealing with Redstor, I had no way of easily interrogating our tape device to find out if previous backups had completed and my data was safe. This made me very nervous." Finch Group relied on a tape based system to perform their daily backup operations. "The situation became so bad that we had to replace tapes frequently to ensure that they would not fail in the backup device over night", continued Matthew Finch.

"The tape backup process was an unreliable manual process and something had to be done." Finch continued.

Redstor met with Finch Group and discussed the issues that they had with their data backups. "Finch was not confident with the tape process of backing up company data and did not want to spend more money on the process," recalls Ian Nave, Redstor Business Manager. "This posed Redstor with an extra challenge, not only did we need to prove the reliability and accessibility of our Online Backup solution but also needed to prove to Matthew Finch the cost savings he would gain from switching to the Redstor Online Backup Service."



At A Glance

The Issues:

- Unreliable backup process and performance reporting
- Fear of backup failure
- Manual handling of tape
- Offsite backup procedure meant data could not be retrieved from the single copy

The Redstor Solution:

- Redstor Online Backup
- Redstor Managed Services

The Benefits:

- Always available Online backup
- Data Off Site for Disaster Recovery Purposes
- Daily reports – Total peace of mind
- Simple data recovery
- Backups happen in the Background unattended
- Reduced costs and overheads

Redstor provided Finch with a list of diverse case studies and references from other satisfied businesses and commercial organisations that had previously moved over to the Redstor Online Backup service. Furthermore Redstor indicated to Finch the cost savings they would make by switching over from their current process to the Redstor Online Backup service.

Redstor and Finch worked together in partnership to deploy Redstor Online Backup across the company's systems and proved immediately the business benefits, as the old tapes and tape drive were assigned to a box in the store room never to be seen again!

"We are now confident our backups are processed. Reports come through daily which is Nirvana. As our business is insurance we understand that the data backup process is a form of data insurance, a second copy of valuable data just in case something goes wrong. We are regulated by the FSA who expect us to have robust backup procedures and forms a core part of our Disaster Recovery plan and so we have to maintain many copies and various versions of documents we create. The intelligent backup process that Redstor Online Backup performs means that 74GB of regularly changing documents are protected with a very small 290MB backup. This means our backup window is tiny and all backup jobs are always finished in time for the business day.

"We are very pleased not only with the solution but the whole Redstor team who have owned IT issues even when on occasion that IT issue was not their responsibility" concluded Matthew Finch.

"We are delighted that the Redstor Online Backup solution has been providing Finch group with a reliable, secure and low cost remote backup application for many years and we believe with good service Finch Group will continue to entrust the care of their valuable data to us in years to come" said Paul Evans MD of Redstor.

About Redstor Online Backup

Redstor Online Backup is Backup as a Service (BaaS), which offers a fully automated, encrypted online backup and recovery service allowing organisations to back up their data off-site, over the internet and/or dedicated IP links to Redstor's remote data centres.

Redstor Online Backup consists of two service offerings; Redstor Online Backup and Redstor Online Backup Plus.

- Redstor Online Backup is suitable for organisations with simple environments consisting of PC's and/or a small number of servers, lots of small distributed sites and straightforward storage environments.
- Redstor Online Backup Plus is suitable for organisations with more complex environments and/or large data quantities.

About Redstor

Founded in 1998, Redstor is a Managed Services and IT Solutions Company focused around storage, data management and protection. Redstor have over 11 years of expertise in managing, supporting and monitoring customers' data either at their site, remotely or through the Redstor online storage and backup platform.

For more information please contact redstor on +44 (0)118 951 5200 or visit www.redstor.com

To see the redstor Online Backup service run in real time please visit www.redstor.com/online_backup/index.html