

Redstor Case Study

South Devon Health Community Invest in Scalable & Robust Centralised Data Backup

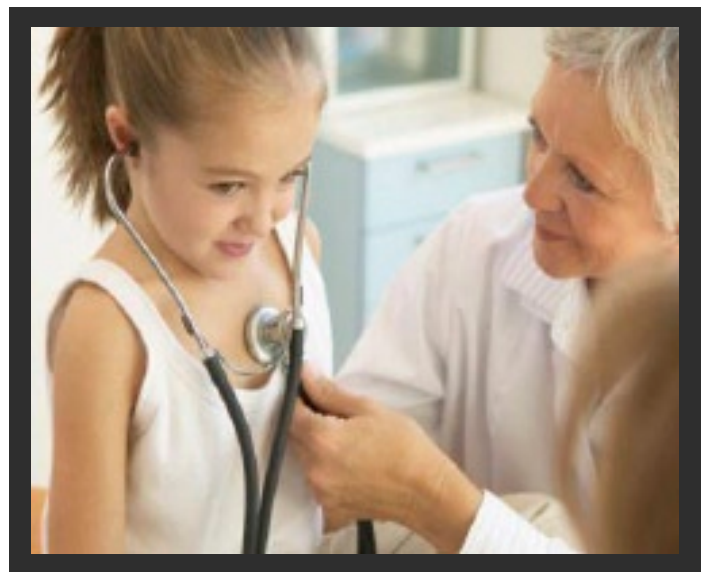
“The solution we have has shown itself to be robust, scalable and comfortably accommodates our backup window – and that’s a healthy position to put the local NHS in...” David Hayes, Server Operations Manager, South Devon HIS

Case Study

South Devon Health Informatics Service (HIS) provides IM&T support for several NHS organisations covering 300 square miles – from South Dartmoor to the coast, from the mouth of the River Exe, past the Teign and Dart estuaries, serving a local population of 270,000 people plus up to 100,000 holidaymakers at any one time in the summer. The South Devon Health Community is one of Devon’s biggest employers with over 5,000 paid staff across 2 Primary Care Trusts (PCTs), a Care Trust, an Acute Trust and a Mental Health Trust, as well as hundreds of volunteers.

IT systems and services play a vital part in the operation of the South Devon Health Community, and as more departments became reliant on them so the IT department was facing additional pressure around system uptime, data availability, security and protection. Any loss of key information such as the operating theatre booking systems or patient letters could lead to serious implications for the productivity of hospital staff, and could impact on patient care.

With dependency on these systems reaching new heights across a server farm of 80 Windows machines, it became apparent that the dispersed and varied nature of backup systems in use represented a substantial human resource overhead to the Trust, with up to 4 staff assigned to the task. In addition, large sums of money were being spent on different backup technologies, related backup consumables and maintenance of ageing technology. The IT team recognised that the current solution would no longer be fit for purpose and would not meet the future needs of the Health Community for data protection and recovery.



At A Glance

The Issues:

- Dispersed backup systems with local tape drives
- Not meeting backup window
- High management overheads

The Redstor Solution:

- Attix5 Backup Professional
- Redstor installation and support services

The Benefits:

- Consolidated backup system across WAN
- Single point of administration
- Reduced costs, management & overheads
- Integrated desktop & laptop protection

"The whole backup process had become very painful as we could spend upwards of 3-4 hours per day checking logs and changing tapes. Data recovery was even more painful" commented Dave Hayes, Server Operations Manager for the HIS. "We were using a multitude of backup software, different tape technologies and we were finding we were getting no consistency or guarantees for protecting SQL, Oracle and Sybase systems as well as standard file and print servers. We knew we had an issue that needed to be addressed and through some initial research had identified a system that was going to cost upwards of £100,000 to meet the requirements of the local NHS organisations we serve" continued Hayes.

"The solution we were looking at involved bigger and faster tape technology with a dedicated gigabit backbone network centralising the backups, but it soon became apparent that it would be both costly to implement and costly to maintain, and wouldn't have provided a solution for off-site servers."

It was then that the HIS sought professional support from Redstor in order to assess the potential options to most effectively address the requirement. Following consultation and having considered all of the relevant factors, Redstor recommended Backup Professional from Attix5. The HIS assigned a member of the team to work with Redstor to pilot the solution, drawing up a test plan which included criteria around the backup window, the mean time to recover data, network utilisation and system manageability and reporting.

"Redstor were confident that with the right technology we could streamline the entire backup process without hefty investment, and presented to us in Attix5 a solution that met all of our needs as well providing integrated laptop backup for the future. As part of our due diligence we were keen to test potential solutions prior to full deployment and Redstor supported us throughout the pilot. Our unanimous conclusion was that Redstor's recommendation was absolutely spot-on and we opted to roll out Attix5 as our preferred backup technology." The Attix5 technology ensures that all critical data is automatically backed up, wherever it resides – on servers in the datacentre, at remote sites or even on laptops. The data is fully encrypted before transmission to the central Storage Platform, which itself is then mirrored to a secondary HIS site for full Disaster Recovery. Critical data recovery is then available at the click of a mouse, and can be recovered from anywhere, anytime.

Brian Evans, Account Manager for Redstor said "We needed to ensure the HIS met all of its key criteria and throughout the pilot of Attix5 we were able to put a tick in every box. Not only has the solution exceeded the HIS' expectations and requirements, but it has also saved them 50% of their original estimate. This seems particularly important at a time when the NHS is under increasing financial pressure."

The Attix5 solution from Redstor is now to be expanded into other parts of the Health Community, including Pharmacy Manufacturing, thus providing a level of backup and recovery service they have not previously experienced.

Adam Cronin of Attix5 said "Backup Professional is perfect for this market. It saves money, it releases pressure on hard-working IT staff and ultimately reduces risk that data will be lost. In this sector, all of these factors are key and Backup Professional can do it cheaper and better than any other technology."

Asked what he thinks of the solution Hayes concluded "We've had the system in place for about six months and so far I'm absolutely delighted – I have gone from worrying about my backups and the recovery processes, to being confident that backups actually work, to be able to monitor them in seconds, and recover data quickly and easily. In particular, it has greatly improved our ability to find and recover specific data quickly. The solution we have has shown itself to be robust, scalable and comfortably accommodates our backup window – and that's a healthy position to put the local NHS in."

About Attix5

Attix5 is a leading provider of online data backup and recovery solutions through its Backup Professional software. Its technology provides fail-safe protection against loss of critical business information. Backup Professional is a fully automated solution which can backup data wherever it resides – on servers, desktops, laptops or mobile computing devices – via any network connection. Users and administrators can quickly and easily recover data anywhere, anytime. Attix5's end customers range from SMEs and blue-chip companies to the Public Sector, and include Accenture, Burberry, Pfizer, Warwickshire County Council, Birmingham County Council and Oxford University.

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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