



## How top law firm Travers Smith reduced backup management overheads with Redstor.

Travers Smith is one of the oldest firms in the City of London. Twice voted UK Law Firm of the Year, it is also one of the most forward thinking.

When a more efficient way of backing up data was needed, its IT staff turned to Redstor, experts in data management since 1998.

As a global law firm, advising companies across the full range of corporate and commercial matters, Travers Smith creates an ever-increasing volume of data, putting pressure on the time it was taking to back up to tape and manage the backup process. Redstor's cloud-based solution, now deployed on the majority of Travers Smith's servers, automates mundane, repetitive tasks and enables backups to be completed within a tighter window.

It saves times by performing incremental backups to capture only changes that have been made, massively reducing the management overhead of the backup process and freeing up the IT department for more important tasks.

### Challenges

- Inability to complete backups within allocated windows
- High management overhead backing up to tape

### Solution

- Redstor for virtual and physical servers to deliver high performance backups
- Quick recovery and live storage for DevOps
- Redstor for backup, replication and archiving.

### Key Benefits

- Management time reduced from 10 days to minutes per month
- Redstor Pro is simple to use, taking the complexity out of data backup
- The solution is reliable and robust
- Service levels are significantly enhanced compared to previous levels

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*As data grew, we needed more tapes and the backup window got too large for a 24-hour period. That was a headache.*

## Extended backup windows were impacting on the business

The need for a new approach became apparent after backup times drifted late into the morning to when staff were using the system heavily, posing a risk of performance problems. David Cassidy, head of IT at Travers Smith, said: “We backed up nightly to NAS devices on premise then to tape to get the data off site.

## Managing backups was becoming labour intensive

There was also the hurdle of only being able to back up incrementally for 30 days. David said: "After that we had to do a base backup and the problem then was managing the space on the NAS device. It was an intensive process. Our backup window now has shrunk massively, and the majority of servers finish early in the morning.

"Ensuring the right amount of storage was difficult. We had to buy in tape loaders that take 10 tapes. When you back up across eight tapes, only one needs to go out of sequence for the whole thing to screw up. Restore time then becomes very high."

*“ The primary challenge was how long it took to manage backups, sort tapes and get them into boxes to take off site. That equated to 10 days of someone’s time every month.*

## A secure solution

With UK data centres, Redstor meet Travers Smith’s legal requirement to ensure data never leaves the country. David said: "Making sure data is secure on our network when backups go back years was a big factor in choosing Redstor.

*“ Eradicating tapes completely was also key. If you store them for 10 years, it can be an issue finding something to read them.*

## A provider that’s easy to work with

Technical excellence underpins everything Travers Smith does - and having access to software experts was a big reason to choose Redstor. David said: "When more than 100 servers back up every night, there will always be one that does not play ball.

*“ We have access to the Redstor developers and get stuff resolved. A couple of guys pick up calls from us and get to the bottom of situations quickly.*

## Easy to use

After a stringent evaluation of three potential providers, Travers Smith were in no doubt Redstor’s easy-to-use software best met their needs.

There is no need for weeks of training or consultancy and no long, complicated process to calculate maintenance or renewal costs each year. David said: "We are a fully VM house and the functionality to restore straight back into VMware is great. When firing up test systems, we restore copies of servers straight into VMware, change a bit of networking and have instant access to test networks. The guys love the ability to do that.

*“ That integration was key - having a really easy solution to get servers back into a virtualised state with only a handful of clicks.”*



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