

Papworth Trust moves to Enterprise Cloud Backup and Virtual Disaster Recovery for Secure Data Protection



“BTL took a strategic overview of our business and explained how we could streamline our backup processes. BTL worked closely with us to put in place a much more efficient approach to our overall backup and retention policies.”

Andy Maclean, Infrastructure Manager for Papworth Trust



BTL customer case study

BTL provides fully managed Asigra Cloud Backup and Disaster Recovery to protect Papworth Trust's multiple sites

industry

Charity,
Not For Profit

Objective

To get rid of unreliable legacy tape backup and streamline the overall approach to storage.

Solution

A secure and scalable Enterprise Cloud Backup & Disaster Recovery solution based on agentless Asigra software.

Benefits

- Single point of backup administration for entire network
- Fully automated solution running multiple backup schedules and retention rules
- Meets the Trust's Recovery Point and Recovery Time Objectives
- Unlimited recovery and annual DR testing



Papworth Trust is a leading disability charity. It started nearly 100 years ago as a tuberculosis settlement in Papworth Everard in Cambridgeshire. Today, it works with over 20,000 people each year through a wide range of services including adapting and repairing homes, support with care, and learning and leisure activities.

Its services mainly cover the East of England, but it also provides national services such as an award winning rehabilitation programme for people who have had a life changing injury, and free information and advice for disabled people, their families and carers. The Trust employs around 600 staff and has a variety of centres in different locations. It also has a dedicated team of more than 200 volunteers.



Fully Managed Cloud Backup and DR

BTL provides Papworth Trust with fully managed Enterprise Cloud Backup and Disaster Recovery to protect its multiple sites. The Trust has a hybrid of physical and virtual servers across its widespread operation, all of which are critical to providing a service that thousands of people rely on.

From tape to the Cloud

Until 2008, Papworth Trust had relied on legacy tape-based backup for storing its data.

Andy Maclean, Infrastructure Manager for Papworth Trust, remembers, "Historically the Trust had always used tape backups. As we grew, we opened new sites and offered new services, which meant the amount of stored data grew too. It soon became clear that tape backups were becoming difficult to manage - as well as needing user intervention at remote offices, tapes also needed to be stored off site. Once you add the cost of the tapes and the reliability issues, we realised that a change was needed. We had to make sure that our data was secure and accessible."

Andy spoke to a number of backup providers and also other organisations who recommended he speak to Backup Technology (BTL). What he needed was an agentless backup system that was flexible and could be scaled as the amount of data collected grew. BTL visited Papworth Trust's Bernard Sunley Centre in Cambridgeshire and demonstrated how its market-leading Asigra software could provide the protection and flexible solution the Trust needed.

"We were impressed with the whole package and the process was explained in great detail," Andy explains. "As well as providing us with the backup solution we needed for what was then less than 1 TB of data across all our sites, BTL also took a strategic overview of our business and explained how we could streamline our backup processes. BTL worked closely with us to put in place a much more efficient approach to our overall backup and retention policies."

The Asigra software is an agentless solution which gives the benefit of a single point of backup administration for the entire network. The software is deployed on one central backup appliance and from there protects all servers and applications agentlessly. The solution is fully automated with the ability to run multiple backup schedules and retention rules, ensuring the Trust's Recovery Point Objectives and Recovery Time Objectives are met. The incremental forever solution collates, compresses and encrypts all data before transmitting the backup data across the Trust's existing internet connection to one of BTL's data centres.

"We have the previous evening's backup stored locally and anything older is stored and available at BTL's data centre," says Andy. "It means we have easy and quick access to the local backup which is important because emails are often deleted by mistake or documents are lost or over-written in error."

BTL can protect every Operating System and every application. In excess of 4 TBs of data is protected currently for Papworth Trust including all business critical information, whether that be the finance systems, staff documentation, the CRM system, housing rents system, SQL servers, Exchange server and SharePoint.

Andy and his team receive an email with the previous night's backup status and can also access further information using BTL's uniquely designed web-based portal to get realtime monitoring and reporting on the status of the backups at any time of the day.

"The solution is fully automated with the ability to run multiple backup schedules and retention rules, ensuring the Trust's Recovery Point Objectives and Recovery Time Objectives are met."

The Relationship

Every BTL customer is assigned a manager to oversee their account.

"The added confidence in BTL's service led to Papworth Trust taking up BTL's Virtual Disaster Recovery Solution, a fully managed DR solution that provides virtualised recovery and hosting when disaster strikes."

Andy says, "I have a great relationship with BTL. They definitely go above and beyond the call of duty which means I don't have to worry. And if I do need to speak to them their response is immediate – they'll log a call and open up a session straight away to deal with whatever is required."

The added confidence in BTL's service led to Papworth Trust taking up BTL's Virtual Disaster Recovery Solution, a fully managed DR solution that provides virtualised recovery and hosting when disaster strikes. Whether it is a single server or multiple site failure the service provides unlimited recovery and annual DR testing. BTL's Virtual Disaster Recovery Solution ensures fast and flexible recovery with complete piece of mind.

Ritchie Fiddes, Chief Operating Officer of BTL, concludes, "We have worked closely with Andy and his team to ensure they have a secure and reliable backup and disaster recovery solution. All charities have to be run like a business these days and we are proud to have helped Papworth Trust implement a much more strategic approach to storing and protecting their data."

To find out more about the work of Papworth Trust please visit <http://www.papworth.org.uk>