



Databarracks' case study

CATERING EQUIPMENT SUPPLIER USES BACKUP AND DISASTER RECOVERY AS A SERVICE WITH GREYSTONE & DATABARRACKS

About Alliance Disposables

Alliance is one of the leading suppliers of non-food catering equipment and catering disposables in the UK. Its customers include hotels, pubs, health and leisure clubs, care homes, restaurants and catering establishments of all shapes and sizes, from major national hotel chains to small high street cafes.



Ben McDougall is Director at Greystone Consulting, an IT solutions provider that helps enterprises with technical consulting and managed support. Greystone has looked after Alliance since the beginning, writing their original business critical CRM software. Greystone now looks after the entire IT infrastructure, including internal systems, desktops, servers, web hosting and Wide Area Network

The Challenge

Since 2004, Alliance has grown to turnover £100 million, with 700 staff in 12 branches across the UK. As a result, its IT systems have changed radically since it was a small enterprise.

Ben remembers, “Before Databarracks, Alliance was running Veritas Backup Exec, with a couple of tape drives. Because of Alliance’s rate of change, it was outgrowing this environment rapidly. In order to avoid potential problems, we needed to outsource to specialists. At that time, we had no relationship with Databarracks – we had to start looking from scratch. After researching and meeting several providers, we felt Databarracks offered the best service and most mature solution.”

The Solution

At first, Alliance only used Databarracks for Backup as a Service.

“We were very impressed with Databarracks’ technical team. Rather than just give us the software and leave us to it, they managed it (as they still do), helped us with the installation and advised us on what to backup and for how long.

Alliance now also uses Zerto for Disaster Recovery as a Service, replicating into Databarracks’ ex-military data centre, The Bunker.

“Later, we took Disaster Recovery as a Service, as Alliance needed to improve flexibility and reduce its cost for DR. We needed that insurance in the event of a major outage. The fact Alliance has sites scattered across the country meant we needed a safety net that covered the whole environment. The DR solution supports all our business critical applications that are not in the public cloud.”

The Benefits

“As Alliance has grown, we’ve needed reliable backup. For Greystone, the key benefit is the technical skill we get from our Databarracks team, and their management of the solution. If the backup is failing, I know our technical team will ring up and alert me. It has saved Greystone a lot of time managing. We still monitor the solution, perform restores and add new backups. But the day-to-day management is down to Databarracks, which we’re thankful for, as it frees us up to work on other projects.”

Those projects include migrating to the public cloud. Alliance is starting to move items to the cloud – their email is already in Office 365.

“Alliance has grown rapidly. Keeping its environment up to scratch is a constant necessity. We turned to Databarracks to join us on this journey for the specialist expertise needed to keep Alliance’s systems efficient and reliable. Their technical expertise, combined with dedicated and proactive service has allowed Greystone and Alliance to continue on the right path, knowing resilience is a given.” - Ben McDougall, Director at Greystone

“We will probably look to backup more cloud based items, as well as on premise. We’re currently working with Databarracks to review the best solutions.”

About Databarracks

Databarracks is the UK's specialist business continuity and IT disaster recovery provider.

In 2003, we launched one of the world's first true managed backup services to bring indestructible resilience to mission critical data.

Today, we deliver award winning data and continuity services from some of the most secure data centres in the world, 30 metres below ground in ex-military nuclear bunkers, supported 24/7/365 by our team of handpicked experts.

We make enterprise-class continuity, security and resilience accessible for organisations of all sizes.

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