

# **CHARTERED ACCOUNTANTS USE BACKUP AND DISASTER RECOVERY AS A SERVICE TO IMPROVE STABILITY AND RESILIENCE**

About Mitchell Charlesworth

Mitchell Charlesworth is a firm of Chartered Accountants and Business Advisors. It offers a locally based, complete financial solution for businesses and individuals in the North West of England. Its 185 employees provide financial, taxation and business advice.

## The Challenge

Paul Farrell has been Mitchell Charlesworth's Head of IT since 2016. He and his team of two are responsible for delivering IT systems and services across the firm, comprised of offices in Chester, Liverpool, Manchester and Widnes. Paul also determines Mitchell Charlesworth's strategy for working with external providers and then managing and maintaining relationships.

"Mitchell Charlesworth is a modern business and hugely reliant on IT. Along with a robust backup solution, we needed what I like to think of as 'insurance' in the shape of Disaster Recovery. It's imperative we get systems back up and running as quickly as possible in the event of an outage.

"Before Databarracks, we were doing in house backup and replication with AppAssure, a backup software provided by Quest. We were replicating our servers and datasets from our Liverpool office to our Manchester office.

"This proved time consuming. Although the solution was managed at a high level by a third party, we didn't have the in house resource and expertise to run the solution with full confidence, so I never fully trusted it. Often, it would fall out of sync. There were times we had to physically lift servers from one location to another to reseed the information; otherwise, the sync would have never caught up. We couldn't be confident it was capturing what it needed to.

"We're a relatively small team supporting multiple offices, so need key suppliers to support us. We don't have major incidents and outages every day, but if and when they do occur, we want to have experts available to get the business running again as quickly as possible. That way, my team can focus on making the business more efficient and innovative."

**"We rely on our dedicated Databarracks team to keep an eye on the solution and alert us if something changes."**

## The Solution

Mitchell Charlesworth now uses Databarracks for Backup as a Service, replicating to Databarracks' secure data centre, The Bunker. Shortly after, they took on Disaster Recovery as a Service.

"We wanted to outsource responsibility for our Backup and DR to dedicated experts. We chose Databarracks because Backup and DR is their bread and butter. This made getting sign off easy.

"We wanted to go with someone where this was their area of expertise. We didn't want a 'bolt on' solution thrust upon us, only for the provider to disappear and leave us to it. We needed a firm that was proactive in set up, management and offering guidance when necessary. In short, making sure everything runs properly."

The DR solution currently supports business critical apps and Citrix, the remote working software. With such reliance on IT systems, Databarracks came in to provide the stability Mitchell Charlesworth's environment needed.

## The Benefits

"The installation and setup process was smooth and caused no disruption. It's obvious that Databarracks' technical team live and breathe this. They were great in terms of understanding that every environment is different, including ours. This meant they were able to address Mitchell Charlesworth's unique challenges."

"Now, we trust Databarracks to manage our Backup with minimal interference needed on our side, which was the outcome we wanted. What I really value from the people at Databarracks is a commitment to making sure things work as expected. Some companies might try to push to sign-off quickly, but the team's focus is always on being thorough and doing it right."

"We rely on our dedicated Databarracks team to keep an eye on the solution and alert us if something changes. Their proactive support isn't just limited to technical issues. The team also help us manage our storage levels to keep the service on-track in terms of budget. For example, they will let me know if the amount of data we're replicating creeps over the agreed limit and there's a risk of the price rising."

“It has also freed us up to look at future projects. We’re looking to store data in Office 365 as users start to get used to OneDrive. This will affect our backup strategy, and we will continue to work with Databarracks on this new initiative. Further down the line, we will also look to migrate workloads to the public cloud, which we can do in a staged process through DRaaS.”

## 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.

0800 033 6633

[contact@databarracks.com](mailto:contact@databarracks.com)

[www.databarracks.com](http://www.databarracks.com)