

Databarracks' case study

DATABARRACKS PROVIDES BACKUP AS A SERVICE FOR ONE OF EUROPE'S LEADING PRIVATE EQUITY FIRMS

About

One of Europe's leading private equity firms use BaaS to protect their London offices.

The Challenge

Heading up a 3 man IT team in the London offices, the firm's IT and Services Manager was grappling with an aging tapebased backup environment in 2015.

"We'd been looking to upgrade our backup systems for some time, so when some of our tape heads reached end of life, we decided to make the move rather than replace them. The whole environment was declining towards the end anyway – backup was slow and restores failed approximately 30-40% of time."

The firm needed a more reliable backup alternative that would deploy non-disruptively and incur minimal management overheads.

"Backup is more of an operational requirement than a strategic function. We know we need it, we know we need it to work, and we know we want it to be cost-effective. Beyond that, my team's time is better spent elsewhere."

Fortunately, the firm were running a localised Asigra vault in their Guernsey offices, so the IT team already had a good idea of what they needed from a managed backup provider in London.

"We'd had some success running Asigra in Guernsey, but we were managing it ourselves. Our biggest challenge was around data volumes – the Guernsey environment is about a tenth of the size of our London office, so whilst we liked Asigra as a backup solution in principle, we needed help scaling things up.

"That was my main requirement from a backup provider: a specialist that could lay firm foundations from the beginning and provide ongoing support throughout."

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Case study

The Solution

The firm's IT and Services Manager is primarily tasked with creating a cohesive and cost-effective IT strategy. Working with experienced managed service providers like Databarracks ensures that the firm benefits from best-in-class IT services without any of the management headaches or capital expenditure required to deliver them in-house.

"I don't want to worry about backup, I just want to know that it's being managed efficiently and delivered according to established best practices, and that's exactly what I get with a provider as experienced as Databarracks."

From the beginning, Databarracks has worked to help the IT team demonstrate the value of the service back to the business.

"Databarracks actively shares their expertise to ensure we're using the service efficiently. They've helped us predict our future growth and base our capacity planning on it accordingly. Even before we signed a contract they were advising us on how best to translate our old backup volumes into a new Asigra environment."

The migration from the old tape environment was a concern for the IT team, but Databarracks oversaw the transition to ensure there was no disruption to the firm.

Once the business case had been approved, Databarracks began helping the IT team plan the transition from their old tape environment to a new Asigra deployment. Being an agentless backup technology, Asigra integrates very nondisruptively with any pre-existing technology infrastructure.

"Part of the reason we chose Asigra was because it's so easy to deploy. There are no backup agents spread across our environment, so the technology integrated pretty painlessly. The migration itself was very smooth – Databarracks' technical team helped us pre-seed all the data to disk before the switchover."

The central pillar of Backup as a Service (BaaS) is the service. The technical team at Databarracks are in regular contact with the IT team to monitor the environment, ensure that backups are running effectively and efficiently, and flag any anomalies well before they become a problem.

"The quality of management and support from the technical team at Databarracks has been excellent the whole way through. It's exactly what we wanted from a managed service – everyone we speak to is knowledgeable, pro-active, and always available to help us out."

0800 033 6633
contact@databarracks.com
www.databarracks.com

Databarracks,
1 Bridges Court,
London, SW11 3BB

The Benefits

In using Databarracks' fully managed BaaS offering, the firm has been able to quickly adapt to changes in their backup environment with no disruption to core business activities.

For instance, the IT team opted for a phased migration of their backup data from legacy tape media to the online backup environment. They began with their business critical data, before moving VMs, Exchange data and SQL databases over.

“Databarracks helped us understand that whole process. Our backup data volumes grew from 1TB to 7TB in a few months. What might have been a nasty surprise following an unanticipated spike was instead a carefully planned and fully managed transition.”

Furthermore, when a change of personnel left the firm without an internal storage manager, Databarracks oversaw the transition of knowledge to a new member of the team, taking time to explain the backup environment, its operational requirements and its ongoing management strategy.

“Databarracks turned what could have been a majorly disruptive period into a relatively simple handover. The technology itself may be a commodity purchase, but the level of service Databarracks offers is genuinely valuable to the firm.”

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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