



Defence company uses Databarracks for secure backup

AEGIS Defence Services is a global security consultancy company specialising in technical surveillance, information security and corporate investigations.

The Customer

As a leader in the security and risk management industry AEGIS effectively trade on the security of their data. It's the lifeblood of the organisation which, if compromised, would seriously impact their operational effectiveness, particularly around their ability to execute the complex analytical procedures their clients depend on.

AEGIS therefore required a backup provider capable of safeguarding their data with the same resilience, discretion and integrity that they afford their customers.

The Challenge

AEGIS demands a lot of their IT environment – particularly around the backup and availability of their key systems and data.

Email in particular is a mission-critical communication channel for the organisation, both to connect AEGIS' international workforce (across offices in London, Kabul, Baghdad, Manama and Washington DC), and to drive existing and potential business with clients and prospects.

Much historical data about events and issues as well as specifications for current projects are contained in emails between AEGIS and their clients. Losing access to these emails would eliminate the ability to review these records for reference when the need arose.

In the past, IT Manager Jeremy Moeder had experimented with tapes as well as other, smaller online backup solutions, but generally found them to be insufficient for AEGIS' needs, either due to storage limits, regular failures, slow processes or general unreliability.

“By keeping the data in an unbeatable location, like the Bunker, I am convinced that our data is in one of the most secure places it could possibly be.”

Jeremy Moeder, IT Manager, Aegis

The Solution

After closely examining the market, Jeremy settled on Databarracks' online backup services.

"Databarracks is the best total package for online backup. Their choice of software meets our needs very closely – the automated archiving and Message Level Restore features attend to our email needs especially well. Plus, because the software is fully automated and runs in the background, it is virtually unnoticeable and allows work to go on without interruption."

Jeremy Moeder, IT Manager

Of course, the true value of a backup solution is determined only at the point of restoration. Soon after procuring Databarracks' services, AEGIS' email server experienced a catastrophic failure. After receiving complaints that users were unable to access their emails, Jeremy discovered that one of the three disks in the email server's RAID had failed, and in the process of attempting to repair itself, each of the remaining disks in the array had become corrupted.

After contacting their supplier for replacements, Jeremy began the painstaking process of rebuilding the server. The task had to be completed overnight and as quickly as possible to minimise the impact to AEGIS' business continuity. 12 hours and one sleepless night later, Jeremy was joined onsite by one of Databarracks' senior engineers, carrying a hard copy of the backup data to be transferred on to the new server.

"The Databarracks' technician was fantastic. He stayed with me through the entire restore process. We were able to restore the database, while keeping the e-mails functional. It was the perfect solution, as everything went ahead smoothly and we achieved complete recovery."

"By keeping the data in an unbeatable location, like the Bunker, I am convinced that our data is in one of the most secure places it could possibly be."

"Equally, Databarracks' other security measures, like my unique encryption key accessible only by me, reassures me that our confidential data and information will remain that way."

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Databarracks provide the most secure and supported cloud services in the UK. In 2003, we launched one of the world's first true managed backup services to bring indestructible resilience to mission critical data. Since then we've developed a suite of services built with superior technology, support and security at their core. Today, we deliver Infrastructure as a Service, Disaster Recovery as a Service and Backup as a Service from some of the most secure data centres in the world, 30 metres below ground in ex-military nuclear bunkers. We back this up with unbeatable support from our team of handpicked experts. There's no such thing as 'above and beyond' for our engineers because they only work to one standard: to keep your systems running perfectly. Databarracks is certified by the Cloud Industry Forum, ISO 27001 certified for Information Security and has been selected as a provider to the G-Cloud framework.

