



## IT solutions provider partners with Databarracks for BaaS and DRaaS

Central Networks and Technologies (CNT) designs, implements and supports fully integrated ICT solutions for organisations in the public, private and third sector. In particular, they have a large number of clients in the social housing arena.

Central Networks and Technologies Ltd (CNT) – an integrated IT solutions provider based in Rochdale, established in 1991.

### The Challenge

Previously CNT were running daily, weekly and monthly backup tape collections for their clients. Data, or a backup copy of virtual servers, was picked up and stored at CNT premises and manually restored onto syndicated servers for testing and resilience.

However, CNT was keen to upgrade its backup offering: “The inherent unreliability of tape backups was a factor but the main problem was the restore times,” explains Julian Tunstall, Sales Director at CNT. “We found it could take a couple of days to fully recover systems for our customers. Even with a virtual snapshot, it would take time to rebuild the virtual environment before servers could be brought back online and files could be restored.”

CNT looked at several online backup solutions before starting a trial with Databarracks. The partnership developed after a period of successful testing.

Tunstall goes on to say: “The difference with Databarracks is in the service level - some of the support offered by other Asigra backup providers we looked at goes little further than ‘here’s a PDF - read the manual’, whereas if we have a problem, Databarracks support engineers are able to perform remote diagnostics at any time of day or night.”

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Julian Tunstall, Sales Director at CNT

## The Solution

CNT now has numerous clients, all of which are social housing organisations, using Databarracks' online backup service employing Asigra software. "Databarracks provides our customers with a secure and encrypted online backup whilst we then add our professional services to deliver a full DR solution for our customers," says Tunstall. "We supply hardware, control infrastructure and provide support, so it makes sense to offer a DR solution as well."

CNT as an organisation believes it's increasingly important for the channel to offer online backup. In their experience of the social housing sector for example, there are many different departments using the same exchange and the same site. They absolutely need a secure backup for the single site in terms of DR.

Tunstall has this advice for other channel members in dealing with service providers: "There are two key elements to a good relationship. The first is commercial. You have to feel an affiliation with company and the people who work there. You want to know that they operate to your same high standards.

"The second is technical. You must have confidence in their expertise and be able to trust in the technical team."

CNT is candid about sub-contracting services to another provider: "We make no secret of our partnership with Databarracks and we fully involve our clients in the relationship. In fact, I've taken a number of prospects (that are now customers) round The Bunker – which is a very impressive experience – a bit like being in a James Bond movie set," Tunstall reveals about Databarracks' ultra secure datacentre located in a former nuclear bunker in Ash, Kent.

"Our customers are comforted to see their data being held in such a secure environment," he adds. "They also appreciate the simplicity of online backup and the Asigra option to be able to do rapid, individual file restores as well as the ability to properly manage their data with de-duping and compression technology."

As customary, Databarracks monitors the backups of all CNT's clients, keeping an eye out for any glitches as well providing advice on good practice. While CNT has the expertise in-house to do restores Databarracks is on hand to sort out more complicated issues. "We let customers know that if there's a problem, it will be someone from either CNT or Databarracks logging into their systems," Julian explains.

CNT conducts regular test restores and annual DR tests, which might involve CNT engineers collecting data from the server at The Bunker in Kent to run a full restore back at the customer's premises. Databarracks assists with any issues as and when they come up.

"Teaming with Databarracks has enabled us to provide a better service to our clients," Tunstall states. "Databarracks is an excellent fit. Their team acts as an extension of our own service and shares our working ethos. What's more, we can count on them to provide solid effective support to our customers whenever they need it."

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"CNT is one of our foremost resellers. They are very proactive and have a highly competent team of engineers who thoroughly understand the Asigra product and backup implementation," reveals Phil Gunning, Channel Manager at Databarracks. "They have a willingness to learn about what we offer and take it upon themselves to go out and sell it, so they are an ideal channel partner."

"Our relationship with CNT is very open," adds Gunning, "They trust us and we trust them and we give them maximum encouragement and support."



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Databarracks provides 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.

