



Data centre expert uses Databarracks for Backup & DR

For 40 years hurleypalmerflatt (HPF) have been delivering leading building services and engineering consultancy to clients across the globe.

The Challenge

Due to the nature of HPF's business, projects are high-value and have a very long lifecycle from tender through to completion. HPF needed a backup solution that would intelligently store and manage large data volumes, differentiating between mission-critical recent data and long-term archived project work.

In addition to their long project lifecycle, HPF's global reach also informed their backup needs. Their seven international offices, including Singapore, Australia and Bangalore, all operate from a centralised infrastructure hosted in London, and supported by iHotDesk.

Russell Jenkins, Contracts Manager at HPF explains how unwieldy their previous tape-based backup solution was becoming: "We were running cumbersome tape backups at our multiple sites. We wanted to consolidate all our services and while tackling the backup issue, also incorporate DR into it."

Paul Sells, Technical Director at ihotdesk further explained the many challenges of backing up such a diffuse infrastructure:

"HPF has over 3TB of data stored at the London datacentre and a failure of any kind could be catastrophic. It was paramount that the new backup solution could restore systems quickly and easily.

hurleypalmerflatt therefore required a solution capable of attending to two key challenges. First, taking daily backups of their infrastructure and critical business data across multiple global sites, and second, providing business continuity in the event of data centre loss, major network outage, and server or hardware failure.

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Russell Jenkins, Contracts Manager at HPF

The Solution

Databarracks was chosen by iHotdesk to set up private cloud backup for all of HPF's offices with a total of 230 users. As HPF is an expert in data centre design, it had particularly high expectations of Databarracks and cloud security.

As Sells put it, "We wanted a reliable partner. Databarracks met our requirements due to the location of their data-centre, their technical expertise and the professionalism of their staff, together with the comprehensive solution they presented."

After an in-depth analysis, Databarracks implemented a Hybrid Cloud Backup and DR solution using dedicated backup vaults both on and offsite as well as its multi-tenant Disaster Recovery as a Service platform for DR. Databarracks recommended and procured the vault hardware for HPF based on a number of factors including HPF's storage requirement, projected growth, budget, as well as target recovery speeds into the DRaaS environment.

“Essentially, we can now customise a backup according to business needs, as certain services require higher retention periods than others

Paul Sells, Technical Director at iHotDesk

The Benefits

"Databarracks has a wealth of knowledge and their support is excellent. When dealing with any supplier or vendor, they have to prove their services meet every requirement. Databarracks gives the assurance clients need and the comfort of being in safe hands."

Paul Sells, Technical Director, ihotdesk

This attentive support inevitably filters down to a better solution for the customer. HPF's backup storage is now tiered, with recent and critical data for disaster recovery stored in the first, fast disk tier and older project data held on lower cost storage. This division of storage means less data is restored in a disaster, resulting in a faster recovery and a shorter RTO.

"Essentially, we can now customise a backup according to business needs, as certain services require higher retention periods than others. Backup is so much easier. Once it's been set-up, and the retention periods are set accordingly, the administration is minimal."

Speaking of the parallel benefits to their Disaster Recovery capabilities, Russell Jenkins concluded:

"We've recently been testing our DR plan which has involved taking down systems and conducting restores and the backup solution has proved successful. Previously, if we lost a day of work it could take an hour or so to get back, whereas now it's minutes. Plus with Databarracks, the storage infrastructure is so much more robust."



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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.

