



CASE STUDY



Menzies accountants select Thinking Safe to reduce Backup time and increase DR capability

Company

Menzies is a chartered accountancy practice which specialises in advising owner-managed businesses, professional partnerships and private individuals. They have been operating since 1912 and are now one of the UK's top 20 accountancy firms. They have 350 staff across their 9 UK offices.

Business Challenges

Improve the IT disaster recovery capability and align with the Business Continuity processes

Reduce the time taken to recover data in the event of a disaster recovery

Reduce the workload on the IT group

Keep a secure, long term, email archive

Contain costs and improve service levels at the same time

Environment

The central computing environment consists of Windows 2000/3 servers and Windows 2000 and XP on the desktop. The email environment is Microsoft Exchange and SQL Server RDBMS's are used for the business applications. Their business applications support all aspects of the operation. There is currently 250Gb of data in the organisation stored on 15 servers.

Data Recovery Issues

According to Andy Griffiths, Head of IT at Menzies, the key requirement was to improve their D/R capability. Their Business Continuity Planning also found that the recovery time and recovery point objectives could not be met with tape. Menzies principle requirement was to ensure their business data was being replicated offsite quickly, automatically, and regularly. The tapes that were being used were fragile and error prone and the manual intervention required took valuable time out of the day for the IT staff.

The business requirement also dictated that data, which is only a few hours old, should be recoverable without delay by users needing to restore their file data to a central server, or remote laptop.

As a firm controlled by good corporate governance guidelines email needs to be archived to ensure all client communications can be proven.

Solution

Thinking SAFE provided the software and hardware platform needed to secure their business data and meet all of their business challenges. The software constantly looks for new or changed data that needs to be captured. When new data is discovered it is secured to a Thinking SAFE Backup Appliance installed on site, where it is stored, compressed and encrypted. Backup data is then synchronised to a remote Backup Appliance being hosted in an alternate Menzies site. "This solution enables us to automate the backup processes and send the data offsite to support our disaster recovery plan," commented Griffiths, "Once offsite we run daily restores to recover our business data to the latest point."

Benefits

"Using Thinking SAFE we have now implemented a completely automated, tapeless solution," says Griffiths. "We can be sure that our data and email are securely backed up locally and offsite, and we have implemented a mechanism that ensures very fast disaster recovery in the event that we lose our main site."

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