In a nutshell

British Red Cross needed a more reliable, flexible and efficient backup and recovery service to protect its ever-growing store of information. Our team worked with the organisation’s IT team to come up with the answer.

“We are expected to be able to continue running the business in the event of an emergency, which means that our IT systems need to do the same. The fast and reliable software and service from iomart has enabled us to achieve and exceed this requirement.”

Miguel Fiallos, Head of Projects (MIS), British Red Cross

Why it works well

• Introduced a more cost effective and responsive service
• Centralised secure backup from remote offices without bandwidth issues
• Guaranteed safe retrieval of data
• Rapid Disaster Recovery built-in

The full story

At the beginning...

British Red Cross has a large number of offices across the UK and many of them do not have an in-house IT team.

Its backup system had become increasingly challenging with the backup window often overrunning its allocated time frame, slow and arduous recovery processes involving a lot of manual effort, and issues with damaged data (hmm...).

With no dedicated IT support based in some of their offices, non-technical team members would have to run the backup themselves, as Miguel Fiallos, Head of Projects (MIS) for British Red Cross explained:

“Sometimes non-technical members of staff had to carry out the backups manually, which left room for error and the labour-intensiveness meant that their primary job roles were being compromised.”

On top of all this, the amount of data to be protected was growing, so the problem was expected to get worse.
The middle bit...

As part of an upgrade of the organisation's computer systems, British Red Cross decided to work with us to modernise its approach to backup and recovery. The new system would replace the existing backup approach with a centralised backup at the organisation's main UK headquarters.

The service needed to accommodate the various bandwidth constraints of remote office connections and run smoothly with the organisation's existing software and technology.

We worked closely with the team at British Red Cross to implement a cloud-based backup service across three data centres and their network of remote offices.

"We are expected to be able to continue running the business in the event of an emergency, which means that our IT systems need to do the same," Miguel said. "The fast and reliable software and service from iomart has enabled us to achieve and exceed this requirement."

The backup within the remote offices also includes local storage so a copy of the most current backup can be kept for fast, local recovery needs meaning a reduced amount of data is then transmitted back to the central headquarters – reducing the bandwidth demand on the network (clever, huh?).

In the end...

The central HQ, where the IT team is based, has taken on the responsibility of managing the backup process with iomart providing the necessary technology to support centralised backup from remote offices without bandwidth issues becoming a problem.

All backups are highly secure and the software allows for performance and capacity scaling for virtually unlimited data growth, meaning it can support any backup load and complements British Red Cross's existing technology setup.

Miguel Fiallos said: "With the centralised software and service we can manage the backups from our head office. Backups are now carried out automatically and from a single, central location. The SLA monitor in particular massively reduces the time it takes to investigate whether backups have passed or failed, allowing our IT staff to monitor all of our servers simultaneously.

“This saves us a huge amount of time compared with the old solution that only allowed us to restore one server at a time.”

We’re really proud that our team of experts were able to help the organisation by designing the system to fit the business continuity requirements of British Red Cross. The organisation has a centralised and secure backup and recovery solution with 120TBs of data now backed up and protected. Everything is now recoverable, be that an entire server or just a single email (cue triumphant music!).

Learn more: www.iomart.com

Talk to us today: 0800 040 7228 or info@iomart.com