

North Devon Council Case Study

• Diverse Council Services

North Devon Council is a small, rural district council serving approximately 90,000 residents across 40,000 homes. Its main services are waste and recycling collections, environmental health, planning and development and park and electoral services. Its key priorities are looking after the environment, promoting the local economy and tackling the housing problem.

• Saving Money While Protecting Service Quality

Like all local authorities, North Devon Council is heavily focused on efficiency and using IT to deliver cost savings. However, with council services highly dependent on IT, the organisation also needs to ensure that the quality of its services are not compromised - particularly in public-facing areas such as its website.

The council has many individual departments all running different applications, ranging from HR, financial and housing systems to environmental health management solutions. It also publishes key documents, such as planning applications, online.

It must be able to provide access to all this information round-the-clock, particularly for critical service areas. Paul Shears, Senior Analyst at North Devon Council, explains, "If we can't produce a backup of a file that's been deleted, this could lead to delays in planning applications, or severely impact our work in other critical areas. Clearly, this would be completely unacceptable."

The authority had been using traditional tape backup methods to protect its systems and data, but these were increasingly complex and time-consuming to manage, particularly as the council had recently virtualised 75 percent of its datacentre environment. The council also had a disaster recovery contract in place with a third party to bring equipment to site when required, but the contract was costly and the council wanted to become completely self-sufficient. "The situation wasn't sustainable for us," explains Shears. "We found that backing up our virtual



Challenges

- The authority needed to simplify and streamline its time-consuming disaster recovery processes for a wide range of systems across multiple council departments.

Solution

- The Arcserve Data Management solutions protect data across 70 virtual and physical servers. The solutions automate replication to another site.

Benefits

- Fast and efficient data recovery processes have enabled the council to lower costs, optimise productivity, reduce risk and safeguard the quality of council services.



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machines to tape was taking the IT team hours to administer.”

Recovering individual files from the tape archive was also a lengthy process. The IT team had to bring the tapes back to site, find the relevant file and then manually load it back on the system.

To address these challenges, North Devon Council needed to find a cost effective, automated backup solution that would provide continuous access to data across its hybrid physical and virtual environment.

• **Fast and Efficient Data Recovery**

The council carried out a thorough review of best of breed data recovery products with IT partner Cristie Data, and decided to upgrade its existing solution with Arcserve Backup, Arcserve D2D, Arcserve Replication and Arcserve High Availability to protect data across the organisation.

“We have a small team and needed to find a solution that didn’t need constant monitoring,” explains Shears. “We’d already been running Arcserve technologies for 14 years, so we had a lot of confidence in the company’s data recovery solutions. The team recommended a capacity licence, which gives us more scalability than individual server licences and is also more cost-effective for us.”

The Arcserve data management solutions protect the data across 70 virtual and physical servers. The data protected varies from SQL databases, Microsoft Exchange mailboxes and flat files, to entire systems.

“We find that it’s now much simpler to replicate to another site,” comments Shears. “With our old system, the service desk had to physically move the tapes to another site and also store them at a bank. Automating the process saves us hours every day.”

• **Driving Down Costs and Safeguarding Council Services**

The new Arcserve Data Management solutions have significantly reduced the time it takes to backup a full system. “We can recover individual files much faster

to improve service levels,” as Shears explains. “It now takes us minutes to restore a file, rather than over an hour, and high priority systems can be recovered immediately in the event of an incident.”

By automating its backup and replication processes, North Devon Council has also been able to:

- **Reduce costs by eliminating its third party contract for disaster recovery**
- **Ensure continuous access to information**
- **Safeguard council services**
- **Optimise productivity**

“We now have confidence that we can recover from any environment - which was our main goal from the outset - and we can also respond more quickly to recovery requests. This ensures that critical council services, including the website, are not impacted by IT incidents,” Shears concludes.

• **About Arcserve**

Arcserve provides organisations with the assurance that they can recover their data and applications when needed. Founded in 1990, Arcserve provides a comprehensive solution for virtual and physical environments, on premise or in the cloud, backed by unsurpassed support and expertise. Arcserve has an active customer base of 43,000 end users in more than 150 countries through 7,500 distributors, resellers, and service providers around the world.

www.arcserve.com

• **About Cristie Data**

Cristie Data have been IT infrastructure and data management specialists for over 40 years. We take a consultative and platform agnostic approach to any customer project and advise on solutions that are best aligned to your businesses. **www.cristie.co.uk**