

Case Study



Council guarantees back-up success in retrieving lost data.

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Dave Bradbury, IT Manager, Wyre Forest District Council

Company Background

Wyre Forest is situated in the North West of Worcestershire with the three towns of Bewdley, Kidderminster and Stourport-on-Severn forming a triangle within the district, surrounded by a number of outlying villages and hamlets. The District covers seventy five square miles with a population of over 98,500 people. Wyre Forest District is a very diverse mix of urban and rural environments including areas of natural beauty, outstanding architecture, river and canal side amenities and numerous retail, commercial, tourist and leisure businesses. The Council has over 450 IT users.

The Challenge

The situation regarding backing up data using traditional tape backups was causing concern for the Council. The backup window was getting tighter and overnight backups were not always being completed successfully. The failure rate was becoming unacceptable and it resulted in a lot of time being spent by the Councils in-house team monitoring backups and keeping them running.

Storage and recovery of data within a satisfactory timescale was at risk and to do nothing was not an option. The risk was increasing and the Council needed to find a solution and supplier that met their requirements and provided value for money. The Council have a mixture of databases and over 70 servers split over 6 main sites. They needed to identify a product that met their particular requirements and budget; backing up to disk was seen as the best alternative.

A solution was required that would be cost effective and scalable, especially as the Council was committed to reducing the number of sites and introducing centralised office accommodation. This had to be combined with functionality and a reasonably quick implementation timetable.

Key constraints on the project were having a fairly tight budget and in-house resources already being stretched. They needed a partner that could demonstrate the required expertise and that they had confidence in.

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The Solution

The Council chose to work with ANS Group, a partner who could implement the product and provide skills and knowledge transfer to the Councils in-house team. ANS Group was able to demonstrate experience of implementing the product for other comparable customers and the Council had also been pleased with the work previously carried out by them. The Council needed support as well as the knowledge and experience to ensure that they were making best use of the technology.

With the help of ANS Group, the Council decided to implement the Asigra Televaulting Backup solution in order to meet all of their objectives. The solution provided the ability to back up to disk between remote sites using the Councils existing network and it also offered central storage combined with local storage.

ANS Group worked in partnership with Zycko to implement the solution and to provide the training and skills and knowledge transfer.

Business Benefits

The project was completed on time as planned and to budget. The Asigra Televaulting Backup solution met all of the Councils initial objectives, it provided complete confidence in all backups being performed and in the ability to restore data quickly and accurately when required. They also saved money on the purchase of tapes. The solution also exceeded expectations with restores being successfully carried out in minutes when they used to take hours. The IT Team at the Council also found the product much easier to use than anticipated.

Moving forward the Council plans to use Asigra as the backup solution when the move to centralised office accommodation takes place.

Dave Bradbury, IT Manager at Wyre Forest District Council commented, “We were very impressed by ANS Group’s professional approach and expertise throughout the project. The engineers were dedicated and always friendly, constantly communicating with our in-house team and keeping us up to date. The entire project lived up to our expectations and we look forward to working with ANS Group in the future.”

Business Challenges... Technology Solutions