

# Accent Housing keeps tenant services highly available with Arcserve



## CLIENT PROFILE

**INDUSTRY:** Housing

**COMPANY:** Accent Housing

**EMPLOYEES:** 480

Accent Housing works with more than 65 local authorities across England to find homes for people who desperately need them. In the next three years, Accent plans to build 2,000 new homes to help ease the housing crisis.

## PROBLEM

As the group grows, the volume of sensitive personal data Accent holds is increasing. The company has a legal responsibility to keep data secure and a commercial imperative to store it as efficiently as possible.

## SOLUTION

Accent has implemented two Arcserve UDP Appliances each with 80 terabyte capacity. The solution allows the company to securely back up all data to pre-determined schedules, keeping data highly available. The company also has fast access to Arcserve support services for peace of mind.

## RESULTS

With Arcserve, Accent Housing can safeguard business-critical and sensitive data. The high data reduction rate means the company has minimised its storage space requirements, and the ability to set up schedules and access data when out in the field enables greater flexibility.



## THE PROBLEM **Increasing storage capacity and keeping sensitive data secure**

Accent Housing is helping to address Britain's growing housing crisis. It manages more than 20,000 social housing properties across England and is building a further 2,000.

Recently shortlisted for the UK Housing Award 'digital landlord of the year', the company is one of the most progressive in the sector. Residents have access to a secure online portal to log repairs, check accounts and payments and view their own tenancy agreements and other documents.

"Our residents are often in desperate need of housing. This means that we collect a lot of very sensitive data and have a legal requirement to store it securely," comments ICT Project Manager, Steve Craison.

The data Accent holds on its residents ranges from names, address and ages to medical, legal and in some cases even more sensitive information, as well as information on payments, property maintenance, HR, finance and other business functions.

"Because we have an ambitious growth plan to increase our portfolio, the volume of data we're holding is growing and we were in danger of exceeding our storage capacity," says Craison. "We needed the right systems in place to support our growth."

## THE SOLUTION **Scheduled back-ups with high compression rates**

Accent operates from five offices across England and has 60 schemes for independent living (projects providing support for vulnerable tenants) connected to its network. Accent generates more than 120 terabytes of business-critical data across more than 100 servers.

"When we started looking at products on the market we thought the Arcserve solution was almost too good to be true, it ticked all of our boxes and then some," explains Craison. "Now that it's deployed we can confidently say it gives us all the capability we need and more."

In 2018, the team deployed two 80 terabyte Arcserve UDP Appliances. "We're backing up three times as many servers than we used to yet still it's taking nowhere near as long as it did. The main benefits are speed and ease of use. We can set up schedules for back up easily and access or recover any of our data very quickly. We have 480 staff who work remotely can securely access files from wherever they are," says Craison.

Incremental back ups are scheduled to start at 7pm daily, and data is deduplicated by up to 72%, and compressed by 32% which provides an overall data reduction of 81%. Accent uses the Platinum Support package, which Craison says gives the company greater peace of mind when it comes to service and trouble shooting.

"We know that if either of the appliances have any problems they will be fixed extremely swiftly. The best relationships are when you don't have to speak to suppliers that often because everything is working well, but it's good to have that peace of mind that support is there if we need it," explains Craison.



Arcserve's overall reduction in data of 81% means we can store five times more data than other solutions on the market

- Steve Craison, ICT Project Manager



## THE RESULTS Protecting tenant services

Accent's roll out of Arcserve protects every aspect of the business, from its housing management system ActiveH and omnichannel call centre, through to finance and intranet. It has led to significant gains in productivity for the IT team while giving a greater level of security.

"It's crucial that everything is backed up securely – without these files we wouldn't be able to provide tenant services. Everything from the call centre is backed up. If there was a legal claim and we had to go back and look at call histories we wouldn't be able to do it without Arcserve," says Craison.

### Arcserve Appliance also helps to:

- KEEP DATA HIGHLY AVAILABLE AND ACCESSIBLE
- SAFEGUARD TENANT SERVICES
- REDUCE STORAGE COSTS

"Arcserve is exceeding expectations – we can store five times more data than we could with other solutions on the market," says Craison. "We have implemented a solution that gives us exactly what we asked for and more. Crucially, it's met our current targets while giving us peace of mind that it will scale to help us hit them in the future too."



For more information on Arcserve, please visit [arcserve.com](https://www.arcserve.com)