

# EK Services safeguards continuity of key council services for Kent citizens with Arcserve UDP



## CLIENT PROFILE

**Industry:** Public sector  
**Organisation:** EK Services  
**Employees:** 330



## BUSINESS

EK Services is a partnership set up by three East Kent district councils to deliver large-scale cost efficiencies and resilient services to the ICT, customer services, revenues and benefits departments.

## CHALLENGE

To safeguard public services, EK Services needed to enhance and simplify disaster recovery across three datacentres.

## SOLUTION

Arcserve UDP 16.5 protects 130TB of data across 250 servers. This data includes email systems, databases and critical public sector applications.

## BENEFIT

As well as significantly reducing the effort involved in disaster recovery, EK Services can now reliably recover data in hours rather than days, enabling it to safeguard public services for the East Kent councils.



### BUSINESS

#### Delivering cost savings through efficiency

EK Services is a shared services organisation launched in February 2011 to provide ICT, customer services, revenues and benefits for three East Kent councils.

By collaborating under the shared services provider, Canterbury City Council, Dover District Council and Thanet District Council all benefit from fast-tracked, large-scale cost efficiencies that ensure they can deliver resilient local services to the public.

EK Services is predicted to deliver savings of up to £400,000 per year and employs 330 people.

### CHALLENGE

#### Preventing disruption to local services in Kent

To safeguard the welfare of its citizens, Canterbury, Dover and Thanet councils all need uninterrupted access to the systems and data that underpin critical public sector services, such as housing, planning and benefits.

As part of its remit, EK Services is responsible for ensuring that these systems remain highly available, even in the event of an incident such as a server outage or a datacentre flood.

Each Council has its own datacentre, each of which was running a different solution for backup and recovery. Paul Henley, Server Support Manager at EK Services explains, “The existing data protection facilities didn’t meet our high standards. We have a mantra of ‘right first time’, so efficiency and quality are very important to us.”

With a growing volume of data to protect, backup windows were getting longer and EK Services also realised it was running out of backup space.



The existing data protection facilities didn’t meet our high standards.

– Paul Henley, Server Support Manager



“Backups were running all night and into the next day when people were trying to work. On top of that we were struggling with a lack of storage space – it was a constant battle,” confirms Henley. “We were also concerned about the integrity of backup data, should an incident occur.”

Managing backups across the three sites was also challenging and costly. “With three different systems to support, administering backups was complicated. From our team of four, it took one person a day a week to ensure that they ran correctly.”

EK Services needed to find a unified solution to enable it to deliver high quality services to the three local councils.



### SOLUTION

#### Automated replication across three sites

EK Services teamed up with public service alliance Kent Connects to evaluate a range of backup and recovery solutions. “We looked at three or four different solutions before selecting Arcserve UDP 16.5,” says Henley. “It provided the functionality we needed as well as value for money.”

The solution was rolled out at the three Kent datacentres in November 2014. “Arcserve UDP was very easy to deploy using just internal resources, with support from Arcserve to resolve any issues,” adds Henley.

To cope with its increasing data storage requirements, it also implemented a new storage area network (SAN) dedicated to disk-to-disk backup.

Between the three council sites, Arcserve UDP protects up to 130 terabytes (TB) of data from across 250 servers, around 90 percent of which are virtualised. “We’re protecting email, all of our databases and a variety of public sector applications affecting revenues and benefits, finance, housing and planning systems,” explains Henley.

At each site, data is backed up to disk every evening, and then replicated in the early hours of the morning to one of the other two datacentre sites. Arcserve UDP automatically deduplicates data to minimise the amount of storage space used and maximise efficiency.



We have confidence in our ability to recover data quickly and effectively.

– **Paul Henley**, Server Support Manager



### BENEFIT

#### Reliable data backup and recovery safeguards services

With consolidated and automated data backup across the three key sites, EK Services has been able to free up staff to focus on other activities. “The Arcserve solution is really easy to manage on a day-to-day basis,” confirms Henley. “Administering backups now takes just a few minutes, rather than a day a week.”

The organisation has also been able to eliminate costs. “We used to partner with a company that would deliver new servers urgently in the event of an incident, but with the Arcserve solution we no longer need this, as we can simply restore systems from a secondary site,” says Henley.



In addition to these time and cost savings, using Arcserve UDP 16.5 enables EK Services to:

- Shorten its backup windows from 24 hours to four
- Recover critical systems in hours, rather than days
- Offer the three councils a one-stop-shop for disaster recovery.

“With Arcserve UDP we have confidence in our ability to recover data quickly and effectively,” concludes Henley. “It also helps us deliver on our mission and vision as an organisation; our strapline is ‘building the infrastructure for the future’, and with Arcserve UDP we feel we’re achieving this.”

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

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