

Ashfield District Council ensures high quality service with Arcserve UDP



CLIENT PROFILE

Industry: Local government
Company: Ashfield District Council
Solution: Arcserve UDP



Ashfield District Council serves approximately 120,000 residents in the East Midlands region of England. Its services to residents and businesses range from housing, waste and recycling to building controls and licensing.

PROBLEM

Like many public sector organisations facing budget cuts, the council needs to drive greater efficiency. With its existing backup appliance solution reaching capacity, it needed a more scalable and cost-effective solution.

SOLUTION

With Arcserve Unified Data Protection (UDP), the council protects 10 terabytes of data and can restore files and servers in minutes instead of hours. Backup processes are automated and reliable, and deduplication reduces storage needs.

RESULTS

The council has reduced the operational cost of data protection and freed up IT resources. Faster and more reliable backup and recovery processes also help to safeguard productivity and efficiency, as well as quality of service to residents.



THE PROBLEM

Reducing operational costs

Having a robust data recovery plan in place is essential for Ashfield District Council. As Andy Slate, ICT Manager, explains, “Any loss of systems or data would be catastrophic – we’d have to resort to using paper-based systems to ensure business continuity, which would be complex and inefficient.”

The organisation’s existing data backup solution was aging and approaching capacity. It was also unreliable, consuming time and effort to ensure backups were successfully completed. Support response times were also slow, hampering efforts to resolve issues quickly and jeopardising user productivity.

To safeguard productivity and quality of service, the council needed a more scalable, reliable and cost-effective solution.

THE SOLUTION

Reliable, automated backups

Ashfield District Council investigated the leading backup solutions on the market, and when its IT partner, NexStor, arranged a demo with Arcserve UDP, the council found a backup and recovery solution that met its needs.

“We were impressed with how user-friendly and comprehensive Arcserve UDP is, and NexStor introduced us to an offer to upgrade to Premium Plus at no additional cost,” recalls Slate.

Arcserve UDP protects up to 10 terabytes of data across eight physical servers and between 50-60 virtual servers. Data stored in emails, databases and file servers, and underpinning all services from finance to planning and housing, is backed up each night, with a full backup running every month.



Arcserve UDP makes data management much simpler and frees up ICT resources to focus on other services.

– **Andy Slate**, ICT Manager



The data is deduplicated and replicated across the WAN to two other sites, where it’s stored for between 12 and 18 months. “With Arcserve UDP, we can store a lot of information from a large span of time on a relatively small amount of disk space, which saves us money,” adds Slate.



Reliable and automated backup processes mean that the council's ICT team no longer have to manually monitor the solution to ensure everything works correctly. "Unlike our previous solution, which needed a lot of attention to keep processes running, Arcserve alerts us to any problems. Now we just do a five minute check each day to make sure everything's working properly, which is saving us a lot of time!" Slate comments.

The solution also makes restoring data quick and easy. Files are recovered in minutes, rather than hours with the previous solution.

THE RESULTS

Safeguarding productivity and services

With a more robust data protection solution, Ashfield District Council can recover files and restore servers more quickly, which means spending less time and resources on data management. As Slate comments, "Arcserve UDP makes data management much simpler and frees up ICT resources to focus on other services."

With Arcserve UDP, Ashfield District Council has been able to:

- Reduce operational costs
- Improve user productivity
- Safeguard business continuity.

"Based on the success of Arcserve UDP, we're exploring Arcserve High Availability to help us restore data even more quickly in the event of an incident," concludes Slate. "With our core systems protected, we can look at other ways of improving efficiency to be able to meet residents' needs with smaller resources."

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