

Like many enterprises, Datacenta's greatest assets are its people and the data contained in its business-related datastores.

We are very happy with our people, and we trust in and rely on them. But we came to the conclusion, as so many others now are, that the same could not be readily said of how we secure our own business related data. We were using traditional backup and restore capabilities based on a rotating set of periodic backups to tape or exchangeable drives with transmission of data to our secondary disaster recovery site also being backed up to tape, but the limitations of these ways of working were becoming ever more worrying:

- dc We had a heavy reliance on tape technology, not noted for its reliability
- dc We have to maintain appropriate tape storage facilities, at both primary and secondary site and off site.
- dc There was a continuing and irritating need for manual intervention in maintaining Disaster Recovery processes, taking up both valuable time and with inherent opportunities for errors in labelling, storage, etc.
- dc Our people were getting frustrated with the increasing encroachment into time that could be spent more profitably, of the routine and unexciting processes associated with tape-based backup and restore.
- dc The increasing mobility of workers without access to secure infrastructure increased the risks of data loss.

We had become aware that Remote Backup and Restore capabilities, using the Internet, had advanced to the point where we felt confident in entrusting the safeguarding of our business-critical data to that technology, and so we embarked on a project to select and implement a new solution. From a survey of the products available, trial implementations etc., there was a standout candidate: CrashPlan Pro.

We implemented Crashplan Pro using our own hosted servers and the benefits became obvious within days. As a result of the enthusiasm of the users of CrashPlan Pro in Datacenta, it dawned on us that if it was such a success for us, it would be similarly so for our customers, and the new service, **Assured Restore**, from Datacenta Hosting was born offering public sector organisations the opportunity to have data hosted with the scope of UK Legislation and available through the BuyingSolutions Catalist framework.

Our On-line backup solution was so good, we just had to offer it as a service.

Impressive performance

- ✓ Once set up, it just runs and runs – there is no manual intervention at all, reports are comprehensive, meaningful and easily available, with configurable alerts to exception conditions as calls to action.
- ✓ We have saved man-hours every month in no longer needing to handle, label and store tapes
- ✓ The storage requirements and performance impact are extraordinarily low: after the initial loading of our key based business database which was over 2Gb in production was a little over 1Gb when backed up and storage for incremental updates is a measly few hundred k Bytes in a week.
- ✓ The activity of the client software that detects file activities thereby kicking off the transfers is scarcely noticeable.
- ✓ Live running on our Windows 2008 Server is equally impressive; achieving a 50% data compression and an incremental backup takes less than 60 seconds to our remote site.
- ✓ Six months of incremental backups later and the size of our backup is still less than our live system and we can restore back to any point in time.
- ✓ Having built frequent archive verification into our setup and incorporated reporting on the outcome of this verification, we have total confidence in the integrity of our backup-up data.
- ✓ We are extending the use of CrashPlan Pro to other servers around the company, and have proven the ease and reliability of the restoration process time and again.

| Storage Limit | Monthly Price | DR - Replication |
|---------------|---------------|------------------|
| 50Gb | £68 | £7 |
| 100Gb | £72 | £8 |
| 150Gb | £77 | £9 |
| 250Gb | £86 | £10 |
| 500Gb | £105 | £11 |
| Above 500Gb | P.O.A | P.O.A |

The storage limit is maximum data stored on our servers which is compressed before uploading and is per customer and for an unlimited number of machines being backed up. Storage limits can be increased at anytime. 30 days notice is required to reduce storage limits. If the data on our primary backup site is required to be duplicated to our secondary site then the DR - Replication charge is applied to the monthly price for storage.

| Client License | Monthly Price | DR - Replication |
|----------------|---------------|------------------|
| 5 | Free | Free |
| 10 | £40 | Free |
| 15 | £80 | Free |
| 20 | £120 | Free |
| 30 | £150 | Free |

Licences are valid for one year and are renewed annually. Additional licences can be purchased at any time. Licences numbers can be reduced on 30 days notice before the annual renewal date. Licences are for total number of active machines being backed up and can be reused without restrictions.

| Self managed | Assisted - Monthly | Entrusted - Monthly |
|--------------|--------------------|---------------------|
| Free | £95 | £175 |

Support contracts are renewably annually.

Prices exclude VAT. Exclusive discounts are available when ordered through Buying Solutions Catalyst Framework.