Asigra.

Recovery is Everything™

Success Story:

British Red Cross Secures a Reliable Backup and Recovery System through Asigra Cloud Backup and Recovery Software.

British Red Cross Profile

- Volunteer-led, humanitarian organisation that helps people in crisis, whoever and wherever they are
- Ensuring all 120 remote offices are prepared to recover backup data and continue business during a disaster

BritishRedCross

The very nature of the British Red Cross disaster recovery operations necessitates a secure and reliable backup and recovery system.

British Red Cross' Profile

Established in 1870, The British Red Cross is a leading member of the largest independent humanitarian network in the world - the International Red Cross and Red Crescent Movement. The British Red Cross helps people in crisis, whoever and wherever they are. It is part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. They enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, the British Red Cross helps them to recover and move on with their lives.

BRC's Objective: Ensuring Remote Offices are Prepared to Recover Backup Data and Continue Business During a Disaster

"We are a disaster response organisation, so having a rapid disaster recovery solution for our IT systems is essential to our business functionality," commented Miguel Fiallos, Head of MIS, British Red Cross. "We are expected to be able to continue running the business in the event of an emergency, which means that our IT systems need to do the same. The fast and reliable software and service from Asigra and Backup Technology respectively have enabled us to achieve and exceed this requirement."

Previously using a Legato (owned by EMC) tape-based backup solution, British Red Cross was experiencing trouble with damaged tapes when it came to restoring data. Furthermore, due to the increasingly large volumes of data to back up each time, the backup window often ran over the allocated time frame, threatening disruption to the business. The nightly tape backups for British Red Cross which used to take 36 hours now just take 48 minutes with Asigra Disk-to-Disk backup.

The Solution: Replacing tape backup at the 120 remote offices and choosing Asigra Cloud Backup™ and Recovery Software

Over the past four years, British Red Cross has put a lot of effort into ensuring business continuity and implementing a comprehensive disaster recovery (DR) programme. To complete the DR programme, it was necessary to move from tape-based backup to disk-based backup in order to shorten the backup time and to ensure the security of data, as well as guarantee the safe retrieval of data. British Red Cross considered Legato's disk-based solution, but it was Asigra's multi-site and centralised backup and recovery solution that appealed to them, particularly due to its large number of geographically dispersed offices and uneven distribution of IT staff. Many office locations do not have an in-house IT division, such as the Commercial Training Call Centre in Manchester and the Financial Processing Unit in Paisley, Scotland. Every quarter, British Red Cross carries out a restore of a selection of critical servers, to ensure the backups are functioning correctly. British Red Cross has carried out two complete system restores since the Asigra implementation in January 2007. This involved restoring a number of key systems concurrently: 100% of the data was recovered on both occasions.

Simon Chappell, CEO of Backup Technology, an Asigra Partner said; "Our aim is to provide our customers with the easiest, safest and quickest way possible to restore lost data, whether it is an entire group of servers or just one email. With many businesses, lost files are often not found again because it is too expensive and time-consuming to restore an entire server-worth of data just to find one file. Our service and the Asigra software enable British Red Cross users to easily and quickly retrieve lost individual files or emails and they are using this service on an increasingly frequent basis"

> "When we were using tape, non-technical members of staff had to carry out the backups manually, which left room for error and the labour-intensiveness meant that their primary job roles were being compromised. The backups are now carried out automatically and from a single, central location."
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> **Miguel Fiallos, Head of MIS, British Red Cross**

Backup Technology installed the Asigra Cloud Backup™ and Recovery Software at the British Red Cross' own data centre located in its London-based disaster recovery centre and provides British Red Cross with its Vault System Support service. A piece of software, an Asigra Cloud Backup and Recovery Software DS-Client, is installed at each British Red Cross site as it joins the other sites that already have the backup service

in place. The DS-Client discovers all servers, desktops and laptops connected to the local network. As the DS-Client is agentless, this minimises expensive licensing fees that can drive deployment costs up. The software then analyses the data, finds new and changed file blocks, eliminates duplicate files across all locations with the backup service in place and further compresses the residue bytes to ensure the backup set is as compact as possible. The data is encrypted before sending it over an IP-WAN connection to a centralised Asigra Cloud Backup and Recovery Software DS-System server, located in the British Red Cross data centre, which consolidates the backup data from all distributed sites. The DS-System server is then protected just like any other server within the data centre as part of the organisation's ongoing data protection policies. For an added layer of security, British Red Cross also stores the data in a second location outside of London.

Once underway, the implementation, from the installation of the vault to the first full system backup of eight million files amounting to five terabytes of data, only took 96 hours.

Using Backup Technology's expertise and British Red Cross' network knowledge, both teams spent valuable time planning and personalising the Asigra system to fit the business requirements. Once underway, the implementation, from the installation of the vault to the first full system backup of eight million files amounting to five terabytes of data, only took 96 hours. For an added layer of security, British Red Cross also stores the data in a second location outside of London.

"With Asigra's centralised software and the Backup Technology service, we can manage the backups from our head office for all British Red Cross locations that have rolled out the service," continues Miguel Fiallos, Head of MIS, British Red Cross. "When we were using tape, non-technical members of staff had to carry out the backups manually, which left room for error and the labour-intensiveness meant that their primary job roles were being compromised. The backups are now carried out automatically and from a single, central location. The SLA Monitor tool in particular massively reduces the time it takes to investigate whether backups have passed or failed, allowing our IT staff to monitor all of our 130 servers simultaneously. This saves us a huge amount of time compared with the old tape solution that only allowed us to restore one server at a time."

The purpose of the Service Level Agreement (SLA) Monitor is to provide DS-System administrators with a quick view of multiple DS-Clients. Any error from a backup set triggers a status change to the DS-Client, which automatically changes the status of the DS-System in the Monitor Window. The SLA Administrator can reset the status, once the errors have been reviewed. This tool is useful to warn the British Red Cross IT department of problems with a DS-System or with backups. As the monitoring is centralised, the IT department can see the backup status from all the office locations simultaneously.

The British Red Cross IT network runs off a number of systems, including Netware, Windows and Linux, all of which are supported by the Asigra software. Asigra's disk- based WAN-optimised architecture shatters the limitations of traditional distributed-backup software. All backups are highly secure, being disk-to-disk and with up to 256 AES encryption. Data is encrypted both in-flight and at-rest. The software provides grid-based performance and capacity scaling for virtually unlimited data growth, allowing the software to support any backup load and multiple platforms and operating systems including Windows, Linux, UNIX, MAC, Novell, Netware and IBM, without the need to install and configure separate clients.

About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry's first enterprise agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra's revolutionary patented Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010.

More information on Asigra can be found at www.recoveryiseverything.com

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