

Success Story:

West Yorkshire Fire Rescue Service Gives Up Tape for Reliable, Secure Backup with Asigra Cloud Backup™.



West Yorkshire Fire Rescue Service Profile

- West Yorkshire Fire Rescue Service (WYFRS) is responsible for maintaining a fire and rescue service for Leeds, Bradford, Kirklees, Wakefield and Calderdale
- The authority is an independent body with a duty to provide fire and rescue services that meet the needs of more than two million people, spread over an area of 800 square miles 24-hours per day, every day of the year
- Fire-fighters are trained to cope with a whole range of emergencies, not just fire – they respond to road, rail or air crashes, floods, chemical spills and even terrorist attacks



West Yorkshire
Fire & Rescue Service

Overview

West Yorkshire Fire and Rescue Services (WYFRS) rely on immediate response times and quick decision making, so it is imperative for the authority to have complete access to all its data at any time, night or day.

There are approximately 1,700 full time operational personnel in West Yorkshire, a further 161 in the retained (part time) ranks, 54 in the control room, and 170 support staff. All of them need to respond quickly to 999 calls and communicate effectively between the 48 fire stations within the authority. Any downtime or loss of data is unacceptable as lives could be placed in danger in the event of a communication breakdown.

West Yorkshire Fire and Rescue Service's Looks for Secure, Reliable Backup

With five district councils and 48 fire stations, one of the biggest IT challenges faced by WYFRS was data protection. With vital enterprise information stored on servers and backed up by tapes in different offices, there was a major risk of data loss or corruption.

The company wanted to centralise its IT infrastructure to ensure that all data could be securely stored in one place to minimise risk and ensure system availability at all times. The authority had a great deal of IT equipment within each district council but without any dedicated IT professionals in place, it was a real struggle to ensure that regular data back ups were carried out.

"Although West Yorkshire Fire & Rescue Service understood the importance of data back up and the consequences of losing data, they did not have the right resource in place to ensure that back up happened on a daily basis," said Ray Ford, Director of Technical Services at Zycko

Traditional back up software requires very fast links to back up data to a central site but because West Yorkshire Fire & Rescue Service were on call 24 hours a day, they had little time to devote to this important task, placing them at risk from data loss. They needed all their stations to be backed up at one centralised location.

The authority's tapes were also kept on site and not stored in an off site location to ensure their protection. Regulatory compliance governing data recovery and retrieval placed a further burden on personnel, as it was difficult to recover data in the required time frame from tape. Backing up to tape is an expensive option as it requires ongoing investment in staff, training and technology and supplies for each location.

The authority wanted to replace its tape backup system with a cost effective remote backup solution that would centralise its data, ensure data protection and minimise risk and that required minimal IT management.

The existing product used by WYF&R was also problematic, causing the server to go down and crash frequently. They had tried different products by numerous vendors but had been unsuccessful in finding a product that would cope with their group wire system and that was not part of a wider package.

Moving from Tape to Remote Backup

WYFRS decided to implement technology from Asigra, the leader in agentless, secure online backup in order to solve its problems.

Following a consultation with Systems Integration and Cabling Limited (SICL), a Leeds based Asigra reseller, on storage and backup strategy, which had highlighted the opportunity to work with their client, WYFRS, Asigra was recommended by both Zycko and SICL.

Zycko had high knowledge of the technology, how to implement it and how to demonstrate it on site. The company has an excellent market reputation for being a cost effective, highly reliable, high-speed replacement for legacy tape-based, remote site back up and recovery systems.

The consultation between SICL and its partner Zycko, prior to the recommendation of Asigra to WYFRS, ensured the client would be implementing the best product for the job and proved to be a great opportunity to work together to attain new business.

Based on the advice given by SICL, WYFRS also visited Zycko's headquarters in Cirencester, for a product demonstration. They were then presented with mock up scenarios to ensure the product would be suitable for the different data that WYFRS needed to store.

WYFRS ordered a 2TB compressed Asigra Cloud Backup license and built a vault at the headquarters site (HQ) to house the backup data. The vault was linked to five district offices which backed up clustered Netware servers. Although the HQ stored data permanently, the WYFRS' remote sites only stored live information for approximately 30 weeks. There were also numerous applications that required back up, including Novell, Microsoft, and UNIX.

"Asigra Cloud Backup and Recovery software is an ideal replacement for tape. It is easy to set up and manage and centralises enterprise-wide data, while eliminating many of the IT pains associated with traditional back up. We worked closely with our partner Zycko, from initial consultation to ensure

we understood the authority's major challenges, through to implementation and solution support," commented Henry Baker, Account Manager at SICL.

To ensure that the saving and restoration of staff data ran smoothly, SICL also trained WYFRS IT staff on support and disaster recovery, which included the configuration and testing of backup policies.

Asigra reduced WYFRS' data storage requirements by almost 50 per cent, and was easy to use and completely agentless which suited their requirements better. The installation was expected to take two days to complete, but as the implementation and product were of the highest calibre, it only took half a day.

Zycko and SICL also returned to WYFRS to ensure Asigra was effective in solving the authority's problems and to answer any questions they may have.

With the use of Asigra Cloud Backup and Recovery software, WYFRS feel that storing data has become less tedious for its employees. The product is intelligent as it can decipher between files that have been edited and those that have not been and it saves only the changes made to a document.

As it does not duplicate time re-saving whole documents it therefore has reduced back up time to 15 minutes rather than two hours. It can also store data for up to three months. This has been an invaluable help when researching incidents that may have taken place a while back, but have needed to be investigated again.

About Zycko

Zycko is a true value-add distributor of best-in-class IT infrastructure solutions - from convergent networks to open-system storage architectures - through a channel of resellers, systems integrators and service providers.

Zycko is privately held and has been profitable since inception in 2000, when the company's original charter was to market data networking accessories to resellers as a wholesale distributor. Zycko now employs over 200 staff, serving over 3000 resellers around the world from eight offices on four continents. The company enjoys an annual turnover of more than £150m.

Zycko's provision of vital services and support enables our customers to quickly deliver profits, invest in new technology markets and win higher margin opportunities, giving true differentiation in a crowded market.

Zycko's strategic partner base includes worldclass companies such as Avago, Asigra, FSC, Edgewater Networks, Hitachi Data Systems, Huawei, LSI, Intransa, Isilon, Polycom, Riverbed, SANRAD, StoreAge and QLogic.

More information on Zycko can be found at www.zycko.com

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 patent-pending 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

