

# County council safeguards critical public services and reduces costs with Arcserve



## CLIENT PROFILE



**INDUSTRY:** Local government

**ORGANISATION:** Surrey County Council

**EMPLOYEES:** 23,000

Surrey County Council provides a host of services for one million residents across the county, including transport, social care, blue light emergency, libraries, environment and planning.

## PROBLEM

The council is part of a shared IT services initiative that helps it achieve its financial goals. To meet the needs of the partnership and its new datacentre, the council needed to improve its backup capabilities.

## SOLUTION

Two Arcserve Appliances now protect 220 terabytes of data that support critical business processes from social care and emergency services mobilisation to a software-as-a-service pension system.

## RESULTS

More efficient backup management, an 80 percent data compression rate and faster restores all add up to better service availability for the council while minimising costs.

## THE PROBLEM **Reducing costs while maintaining public service quality**

To cope with the financial pressures that impact local government organisations, Surrey County Council is always looking for ways to reduce its costs without impacting the quality of public services.

As part of this economy drive, the council's IT and Digital team is part of a strategic partnership between Surrey, East Sussex and Brighton and Hove councils, known as Orbis.



Paul Clarke, Critical Facilities Team Leader at Surrey County Council explains: “Under the Orbis partnership, we support 8,000 IT users and provide co-location and subscription-based services for the council and our partners, It’s the largest public sector partnership of its kind in the UK, and enables us to consolidate IT resources and share best practice processes.”

Maintaining service availability for local residents is also top of the agenda for Orbis. “When it comes to social care and emergency services mobilisation, an individual’s safety could be compromised if certain systems or data are unavailable, so downtime is really not an option,” adds Clarke.

In 2011, Orbis started a datacentre modernisation programme that would equip the council with a state-of-the-art facility to support its services. The council’s existing backup and recovery solutions, however, were struggling to keep up with the increasing demand for backups. “Our legacy solutions were complex and expensive to maintain as well as lacking scalability,” explains Clarke. “We calculated that it would take 450 person-days to restore all our services in the event of a major incident, which was not in line with our business continuity requirements.”

## THE SOLUTION **Easier to manage, faster to restore**

In December 2018, the council turned to Arcserve to align its backup strategy with its new needs. “We decided to work with Arcserve as it’s a market leader with a mature, trusted product,” comments Clarke. “The Arcserve appliances also ticked all the boxes with its rich features and ability to minimise the manual workload for our busy team.”

After plugging in the new Arcserve solution, the team were taking backups the very same day. The council now has an Arcserve appliance at each of its production and disaster recovery (DR) datacentres, with data backed up at the production site and then replicated to the DR facility. In the event of an incident, data can be restored either to DR devices or on a virtual infrastructure hosted by Orbis. Backups run overnight with snapshots taken throughout the day to provide continuous protection.

More than 220 terabytes of data are protected via the Arcserve appliances, including SQL and Oracle databases plus Windows and Linux workloads. This diverse environment supports business processes ranging from social care and transport applications to fire and rescue mobilisation systems and a software-as-a-service pensions system.

Unlike previously, backups no longer run into the day, reducing the number of failures, and 90 percent of the process is automated. “My team wants to use Arcserve for everything now!” comments Clarke “The support we’ve had from Arcserve has been excellent, with a rapid response that has helped us resolve any issues really quickly.”



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– Paul Clarke, Critical Facilities Team Leader



## THE RESULTS **Boosting customer confidence, increasing efficiency and saving money**

With the Arcserve appliances, Surrey County Council can now recover files almost instantly, and restore a server in less than an hour – compared to two days previously. In the event of a major incident, the council would be able to get critical services back up and running in hours, rather than 450 days.

Day-to-day backup management is also saving the team hours each day. “Managing platforms and fixing problems used to tie up one person all day, now we just have to monitor emails to check our backups have run,” adds Clarke.



**By simplifying backup and recovery management with Arcserve appliances, Surrey County Council is also able to:**

- Achieve its financial goals, with the backup upgrade project expected to deliver a £1.3 million saving in licensing alone and return on investment (ROI) within five years
- Meet the council's RPO (recovery point objective) and RTO (recovery time objective) with services back up and running in hours, rather than days
- Cut storage costs with an 80 per cent data compression rate.



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– Paul Clarke, Critical Facilities Team Leader



Additionally, the new backup solution provides Surrey County Council with the capacity it needs for future growth. "As we move more services to a Nutanix hyperconverged infrastructure, our Arcserve appliances will be able to continue to support us in a cost-effective way," explains Clarke. "Arcserve is saving us so much time as a team while giving our customers greater confidence – you just can't argue with the results."



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