

Crowder Consulting protects productivity and profitability with Arcserve

CLIENT PROFILE

INDUSTRY: Software development

COMPANY: Crowder Consulting

EMPLOYEES: 100



Crowder Consulting provides innovative software solutions and consultancy services to help water companies manage their networks. Its team of 100 employees serve customers across the UK, Ireland and overseas.

CHALLENGE

Developing software requires robust and highly available IT systems; downtime would impact productivity while any loss of data could set developers back by weeks. With its existing tape backup solution ageing and slow, Crowder Consulting needed a fast and user-friendly replacement.

SOLUTION

Arcserve Appliance protects 28 terabytes of data, which is deduplicated to just 1.3 terabytes and critical data is also replicated to the Arcserve Cloud. As well as ensuring continuity for the development environment, the solution also protects the company's production environment of physical and virtual servers.

BENEFIT

The Arcserve solutions are reliable and easy to manage, freeing up half a day a week for the IT team to focus on other activities. Crowder Consulting has also reduced the risk of any loss of productivity, safeguarding profitability and its reputation.

BUSINESS

Global experts in water management

Founded in 1985, Crowder Consulting provides consultancy and innovative software to the water industry. Its 100 staff serve customers across the UK and Ireland, as well as companies across the world from China to Oman and the Caribbean.

Experts in water management, the company provides specialist consultancy, data and information management services, and software solutions in the areas of water supply, water distribution and sewer networks. As well as meeting quality and environmental certification requirements, Crowder Consulting has held the Investors in People accreditation since 2004.



CHALLENGE

Protecting productivity and profitability

Software development amounts to around a third of Crowder Consulting's business activities. To keep its developers productive and happy, the company relies on robust and reliable IT systems.

As David Newman, IT Manager at Crowder Consulting, explains, "We need to be able to develop, test and release new software quickly and efficiently. If we had an outage we could potentially lose weeks of work and impact morale and profitability."

The company's legacy backup solution was ageing and slow, and managing tape backups was time-consuming for IT staff. In 2017, Crowder Consulting recognised that it needed a more efficient and reliable backup and disaster recovery solution, and began a thorough assessment of products available on the market.

SOLUTION

Agile and robust backup and recovery

The company evaluated a range of different systems to find a solution that best met its needs. Newman recalls, "After trialling several products, we selected Arcserve Appliance and Arcserve Cloud as they were easy to manage and offered better disaster recovery, as well as being cost-effective."

With support from IT partner Epaton, Crowder Consulting deployed an Arcserve Appliance with 40 terabyte capacity, replicated to Arcserve Cloud for an added layer of protection for critical data.

"The Arcserve solution proved to be a wise investment as when we upgraded our entire infrastructure not long after, we could simply reconfigure the appliance without any worries about licensing."

The appliance takes a daily backup of the company's primarily virtual server environment, including VMware technology and Oracle databases. Data is held for up to a year, compared to only three weeks with the previous tape solution.



Everything is backed up in just a few hours and knowing we've got a daily cloud backup is a huge weight off my mind.

- David Newman, IT Manager at Crowder Consulting



With deduplication, 28 terabytes of data is compressed to just 1.3 terabytes, and critical system data is replicated to the cloud. "Previously we were doing weekly tape backups over the weekend that were then taken offsite," says Newman. "Now everything is backed up in just a few hours and knowing we've got a daily cloud backup is a huge weight off my mind."

And it's not just backups that are faster; with Arcserve, data can be restored in minutes rather than hours, minimising disruption to users in the event of an incident.

"We worked closely with our partner, Epaton, to make sure we got the most from our Arcserve solutions and investment," comments Newman.



BENEFIT

Boosting efficiency and staff satisfaction

With Arcserve, Crowder Consulting has a fast and reliable backup and disaster recovery in place. As Newman comments, “Arcserve does everything we need in a fraction of the time it took us previously.” And with deduplication meaning the company is only using 2% of its storage capacity it’s a cost-effective investment that will support future growth.

The Arcserve solutions have enabled Crowder Consulting to:

- Improve user productivity and satisfaction
- Free up internal resources in the IT department
- Demonstrate compliance to customers during tenders.



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– David Newman, IT Manager at Crowder Consulting



“Now that we don’t have to worry about backups, the IT team has gained half a day every week to focus on other activities,” concludes Newman. As well as boosting staff satisfaction and productivity, improved backup and disaster recovery will also help safeguard the company’s profitability and reputation.



For more information on Arcserve, please visit arcserve.com