

> KS Services helps customers reduce business risk with Arcserve Recovery Management solutions



CLIENT PROFILE

Industry: IT
Employees: 15



BUSINESS

KS Services provides IT services for more than 150 SMEs (small- to medium-sized enterprises) in West Yorkshire, including IT support, product supply and business continuity services.

CHALLENGE

Customers such as Nexus Vehicle Management (Nexus) rely on KS Services to protect their critical IT systems. Downtime would quickly impact Nexus' ability to meet customer needs.

SOLUTION

KS Services uses Arcserve Recovery Management solutions to replicate data between Nexus' headquarters and its own disaster recovery centre, from which Nexus' staff can continue to work in the event of an incident.

BENEFIT

Nexus can maintain customer service levels and avoid penalties, while KS Services can provide reliable and cost-effective disaster recovery services that enhance its competitive advantage.



BUSINESS

Helping SMEs get more from IT

Headquartered in Bradford, IT services provider KS Services helps small- to medium-sized enterprises (SMEs) take advantage of leading edge IT products, services and solutions.

Founded over 20 years ago, the company has more than 150 service and support contracts in West Yorkshire across most industry sectors. Many of its customers and staff have been with the company for over 10 years.

KS Services' key capabilities include IT support and managed services, hardware and software supply and IT risk and business continuity services.

CHALLENGE

Safeguarding day-to-day operations for customers

KS Services' IT risk and business continuity solutions include helping customers assess and quantify risk, implement solutions to manage risk and ensure that IT money is spent wisely.

Paul Kelt, Managing Director at KS Services, comments, "We help our customers mitigate risk, ensure compliance, deliver on supply chain best practice and help companies grow by ensuring they meet new business tender requirements."

KS Services has been responsible for helping Nexus Vehicle Management (Nexus) ensure business continuity since 2008. With access to over 400,000 cars and 100,000 commercial and specialist vehicles, Nexus provides corporate vehicle rental supply, management services and systems to large corporate, SME and public sector accounts throughout the UK.

KS Services helps the rental company safeguard the availability of its critical applications, ranging from its award-winning IRIS (Intelligent Rental Information System) solution to its telephony system.



Without access to our systems,
we can't handle bookings.





Simon Hodgson, IT Director at Nexus, explains, "Without access to our systems, we can't handle bookings or queries and would fail to meet our service level agreements. This would quickly impact customer satisfaction and our reputation."

Nexus therefore needs proven disaster recovery (DR) capabilities that ensure it can continue to operate in the event of an incident, even on Saturdays and in the evenings.

SOLUTION

Fast and reliable data recovery

KS Services provides a comprehensive DR service for Nexus, including data backup and recovery based on Arcserve Backup, Arcserve Replication and Arcserve D2D. "We originally selected the Arcserve Recovery Management solutions as they are cost-effective for us as a managed service provider, and they have proven to be very reliable," explains Kelt.

Arcserve Backup, Arcserve Replication and Arcserve D2D protect around 500 Gb of data for Nexus and other customers. For Nexus, this includes everything from SQL databases, Microsoft Exchange mailboxes and flat files to servers underpinning its network.

KS Services has helped Nexus implement an efficient data protection process. Four servers at the company's head office are backed up to one internal server using Arcserve D2D, from which Arcserve Replication copies data to an external server at KS Services' disaster recovery facility.

"The Arcserve solutions automate every aspect of the backup process, running incremental backups every day," explains Kelt. "The solutions alert Nexus to any issues with backups, and escalates these to us to deal with."

In the event of an IT failure or incident, KS Services can restore its critical systems in six hours. "Arcserve D2D's bare metal restore capability means we can restore servers to dissimilar devices quickly and easily, as we don't have to load operating systems and image the device separately," adds Kelt. "It also enables us to retrieve snapshots from the past, which safeguards against data corruption."



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A comprehensive DR strategy

KS Services doesn't just provide data protection for Nexus though. It also provides a secondary office environment including seats for 35 end users. In the event of an incident at Nexus's head office, the company's core team of staff can be transferred to this disaster recovery facility.

With customer services at risk, Nexus was keen to test its DR strategy to ensure it worked in practice. It held a comprehensive rehearsal in October 2013 which included restoring IT and telephony systems and relocating core staff members to the KS Services DR facility.

Hodgson comments, "We were very pleased with the outcome of the test. It demonstrated that we could relocate the workforce and continue business operations with minimal disruption, and while maintaining efficiency and critical SLAs."

Reports showed that average call waiting times and other key performance indicators were not impacted by DR scenario. Following the test, KS Services is looking at further improving DR times for Nexus with a virtualised DR environment that is permanently on standby using the Arcserve Recovery Management solutions. This will potentially reduce system recovery times to just a few minutes.

BENEFIT

Reduced business risk and better customer services

Having tested its DR capabilities, Nexus can have complete confidence in its ability to maintain business continuity in the event of an IT incident or disaster. Hodgson comments, "Thanks to KS Services and the Arcserve solutions, we can maintain high service levels and avoid penalties from missed SLAs."

The ability to provide such benefits for its customers is also advantageous to KS Services. Using the Arcserve Recovery Management enables the IT services provider to:

- Provide reliable and cost-effective DR services
- Maximise customer satisfaction
- Enhance reputation and profitability.

Kelt concludes, "With the Arcserve solutions we can help our customers reduce business risk at an affordable cost, which improves our competitive advantage and helps us grow our business."

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