



SUMMARY

Business Solution: Business Continuity

Technology: Datto



BACKGROUND

This organisation is a social housing provider in the south east of England. With a staff of 250, it works in partnership with a number of local authorities to address their specific needs in providing affordable homes for local people. It currently owns or manages over 6,000 homes, and provides maintenance and construction services to its partners and residents.

The company approached Comtec seeking a more robust and competitive solution to ensuring business continuity (BC) and disaster recovery (DR) in the event of a major disruption.



BUSINESS CHALLENGE

The appointment of a new IT director was the catalyst for a root and branch review of the company's IT systems and processes.

The findings of this exercise highlighted a significant weakness in the company's BC/DR strategy. It's only backup solution was an on-site appliance that, in the event of a major disruption, would leave the company vulnerable to data loss, and be slow to restore business critical functions or potentially unable to resume operations at all.

The company approached Comtec seeking a more effective and price competitive BC/DR solution that could support a physical and virtual server estate, scale to meet its anticipated growth of data, and provide on-demand technical support. The company set out a Recovery Time Objective (RTO) of between 15 minutes and 24 hours, according to the criticality of server applications.

THE SOLUTION

To specifically address the need for an effective BC/DR solution that would safeguard business critical data and ensure rapid operational recovery, Comtec proposed a hybrid (on-site and cloud) based solution using Datto technology. Servers are continuously backed-up to a local Datto appliance which is then replicated to Datto's cloud, hosted at a Tier 1 datacentre in the UK.

This double-layered approach gives the company the speed of an on-site appliance alongside the resilience of the cloud. Significantly, it ensures business critical functions can be maintained even in the event that the company's premises become unavailable:

- Comtec's 24/7/365 support will activate immediate failover to the Datto cloud and oversee that sufficient resources have been provisioned. This ensures business critical systems and data are available and rapidly accessible.

- The Datto cloud will act as the platform for the company's systems and run a virtual copy of them until ready to restore data and systems back to the on-site appliance.
- Employees can be remotely connected to the Datto cloud via a Virtual Private Network (VPN) or Point-to-Point network, enabling them to maintain communication with partners and residents, and to access important data.
- Within 24 hours Comtec and Datto will build, image and ship a new appliance that contains all data backed up on the cloud. Upon receiving it, any changes that occurred on the company's virtual systems in the cloud will be replicated and then the new local appliance restore all systems in less than one minute.

THE RESULTS

The hybrid on-site/cloud solution from Comtec and Datto meets all the criteria for achieving the company's BC/DR objectives: it safeguards and secures business critical data and systems, can scale easily to accommodate data growth, and delivers cast iron continuity of the company's operations within the RTO timeframe.

The company further benefits from Comtec's expertise designing and managing BC/DR solutions: on-site weekly checks and quarterly DR tests ensure the company's BC/DR strategy is regularly tested and that company stakeholders are drilled in its implementation in the event of a disaster. This 'active' approach ensures the BC/DR strategy remains fresh, can be rapidly enacted and the company assured of its effectiveness when it is most needed.

ABOUT COMTEC

Comtec is a trusted provider of IT Infrastructure, Datacentre and Communications solutions. We adopt technologies from leading vendors to deliver innovative and cost-effective information and communications technology solutions for businesses of all sizes.

Technology is our domain and we're committed to making it work for you. Whatever your business objectives, our highly experienced consultants and engineers are available to advise you on your short or long-term technology goals. We take the time to understand your business and propose solutions that address your challenges and fit your strategy; we won't just recommend technology for technology's sake.

We're dedicated to building strong relationships with both our clients and our technology partners so whatever your ICT requirement, on-premise, managed or hosted, why not give us a call?

Head Office

Comtec House
Albert Road North
Reigate
Surrey RH2 9EL

T: 0800 008 7599
E: info@comtec.com
www.comtec.com

