Comms-care safeguards service quality with fast and efficient data recovery

CLIENT PROFILE

Industry: IT Services
Company: Comms-care
Employees: 200
Revenue: £22m

BUSINESS
Comms-care is a leading strategic services partner to the IT channel supporting over 700 channel partners across the UK and Ireland.

CHALLENGE
The IT services company needed to simplify its time-consuming approach to disaster recovery to improve its own operations and launch new customer offerings.

SOLUTION
With arcserve®, Comms-care can protect data across multiple platforms and devices both internally and at customer sites. A system can now be recovered in an hour compared to 36 previously.

BENEFIT
A centralised and optimised approach to recovery management have enabled Comms-care to lower costs, reduce risk and maintain service excellence.
BUSINESS
Award-winning IT support

Comms-care is a strategic support partner to the IT channel community, providing IT support services and professional services across a broad range of technologies from leading vendors including Cisco, Microsoft, HP, NetApp, VMware, and Citrix. Due to their channel-only business model the IT service provider assists over 700 channel partners, who in turn provide support to thousands of end users.

The company’s commitment to the channel means it has become the UK and Ireland’s number one choice for resellers when fulfilling their clients’ support requirements. Comms-care manages all aspects of support and maintenance across a wide range of technologies – from servers and storage to security and datacentres.

Comms-care scooped the prestigious ‘Channel Service Provider of the Year’ accolade in CRN’s 2013 awards.

CHALLENGE
Safeguarding quality of service

When Comms-care added managed services to its portfolio, it wanted to be able to offer robust backup, replication and high availability services to its customers.

The company’s reputation is founded on quality of service, and its new offerings needed to meet not only customer expectations but also their ISO certification standards.

Darren Briscoe, Technical Director at Comms-care, comments, “Customers need peace of mind that they can also maintain their customers’ SLAs. We wanted to streamline and enhance our disaster recovery solutions, so we could achieve ISO 20000 certification as quickly as possible.”

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Our recovery processes have to be robust to ensure we can meet our SLAs and safeguard profitability.

Darren Briscoe | Technical Director
The managed services provider was also using a mix of disparate back-up solutions to protect its own systems and data, but they were becoming increasingly difficult and complex to manage.

“Our existing recovery management solutions needed investment in skills and training to maintain, which was unsustainable,” explains Briscoe. “We have incredibly stringent SLAs in place with our customers with associated service credits. Our recovery processes have to be robust to ensure we can meet our SLAs and safeguard profitability.”

Comms-care needed a recovery management solution that could meet both its own needs and those of its customer base.

**SOLUTION**

**Fast and efficient data recovery**

The managed services provider carried out an extensive review of best of breed recovery management solutions and implemented arcserve® UDP (Unified Data Protection) in late 2013.

“We want to lead by example and ensure that our own recovery processes are as effective as possible," comments Briscoe. “This not only safeguards critical data in own business, but also allows us to showcase best practice to our customers.”

The Recovery Management solutions protect the data for 50 virtual and physical servers across three datacentres, including one at the new Telecity facility in Salford, Manchester.

The data protected varies from SQL databases, Microsoft Exchange mailboxes and flat files to entire systems. In total, 15 terabytes of data are protected with daily incremental backups performed each day and a full back up each night.

Comms-care is also using the arcserve suite of UDP products to enhance its managed service offering to customers. As Briscoe confirms, “With our customers’ total data protection requirements running into petabytes,

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System disaster recovery time reduced from 36 hours to 1 hour
we need a solution that is highly effective and simple to manage. Arcserve was by far the most flexible and cost-effective solution.”

With arcserve, Comms-care will be able to quickly and seamlessly recover data for customers across physical and virtual servers as part of an end-to-end backup, replication and high availability service. “We will be able to retrieve lost or deleted files within a matter of minutes and whole systems between 30 minutes to 4 hours,” adds Briscoe.

**BENEFIT**

**Effective data recovery safeguards customer service levels**

The arcserve Recovery Management solutions have already significantly reduced the time it takes Comms-care to back-up and recover its own systems and data. “We can now recover an entire system in an hour in a disaster recovery situation, compared to up to 36 hours previously,” Briscoe explains.

As well as driving down recovery times, Comms-care has also been able to drive down costs. “Our disaster recovery processes are now fully automated and optimised and require very limited manual intervention, which frees up resources,” comments Briscoe.

As a result, the company will be able to deliver more cost-effective and competitive managed disaster recovery services to its customers. As Briscoe explains: “Arcserve’s transparent licensing model allows us to offer recovery management on a software-as-a-service basis, with many additional benefits such as unlimited virtual machines. Arcserve also provides us with reliable statistics and intelligence that will help further improve our offerings.”

By automating and optimising its approach to recovery management, Comms-care has been able to:

- Maximise productivity by ensure continuous access to information
- Safeguard its reputation and brand.

“Arcserve helps us deliver consistent services to customers and maintain our reputation for service and technical excellence,” Briscoe concludes.