
Redstor Case Study

ScoMIS (Devon) Roll Out RBUSS Service to South West England Schools

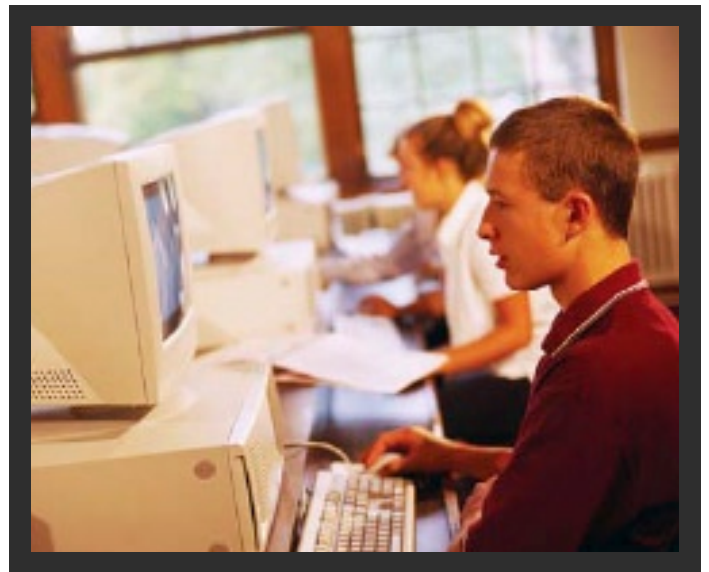
“Schools subscribing to the RBUSS service can simply forget about backups – no hassle, no effort, no ongoing investment in backup hardware and software. It’s a genuine win-win situation.” Steve Selway, Technical Support Manager, ScoMIS

Case Study

Devon is a large rural authority with 376 schools and other educational units. ICT support services for schools are provided by the team at Schools Management Information Systems (ScoMIS) a business unit of Devon County Council. The ScoMIS team has backgrounds in teaching, school administration, and information technology and provide IT training, support and advice for schools and other users within the three Authorities of Devon, Torbay and Plymouth.

ScoMIS provide a range of ICT services to schools, the objective being to support managers and their staff by the provision of a complete school ICT infrastructure and systems service as well as to provide comprehensive advice, training and support in the use of IT management systems. ScoMIS do this by the provision of consultancy visits, locally based training, a central Helpline and on-site support where necessary to enable them to achieve their educational objectives.

For many years ScoMIS have offered schools advice on data backup strategies for both administrative and curriculum areas. This has been delivered by the ScoMIS helpdesk and has resulted in on-site visits, procurement of tape based systems installation and implementation. It has then been the responsibility of each school to ensure that tapes are changed appropriately and taken offsite. This has put the responsibility to maintain an effective backup very much on the school and in smaller schools, onto one member of staff. On occasions there have been issues following hardware failures about recovery of data from backups.



At A Glance

The Issues:

- High dependency on tape based backup
- Data left vulnerable through unreliability
- Difficulty complying with best practice

The Redstor Solution:

- RBUSS: Redstor Backup for Schools
- Disk based backup storage platform
- Full training & support to ScoMIS personnel

The Benefits:

- Compliance with Becta framework best practice
- Effective backup & recoveries done online
- Reduction in costs across ScoMIS & schools

Electronic data in schools has always been critical and as volumes have increased the issue of data protection has become a big issue. The Becta Framework for ICT Technical Support (FITS) makes clear recommendations as to best practice regarding backup, recovery and disaster recovery for school data:

A backup is regularly carried out for all data (administration and curriculum) and checked to ensure the backup process is working correctly.

Contingency plans (such as off-site backup storage and spare equipment) are in place to minimise the impact of an accident or disaster.

A recovery plan is available showing how ICT in the school (curriculum and administration) would be recovered if an accident or disaster should occur.

With ScoMIS having to apply significant and increasing resource to support schools with backup and recovery issues, the team initiated a project in the Summer of 2005 to identify and deploy a more efficient data protection methodology for schools supported by ScoMIS. During the research phase of the project the team became aware of the Backup for Schools (RBUSS).

After a thorough technical evaluation of RBUSS, ScoMIS embarked on a pilot to a number of supported schools across the County. "ScoMIS recognised that schools throughout Devon experienced difficulties in complying with best practice when it came to protecting their critical data", said Brian Evans of Redstor. "Their ICT Technicians were seeing at first hand how vulnerable school data could be. With network links to schools improving, the ScoMIS team were quick to realise that with the right technology and support, a Remote Backup service could save the Authority and the schools a lot of time and money."

Steve Selway Technical Support Manager at ScoMIS, adds; "We quickly realised that there were numerous advantages of moving away from simply advising schools on data protection, to actually offering them a Managed Service. It was then a case of finding the right technology and support infrastructure, at the right price to ensure the service was affordable for our schools."

Following the successful pilot, the ScoMIS team then launched a marketing exercise to assess demand from schools for a Remote Backup service. Steve Selway, Business Manager at ScoMIS – "As with any new ScoMIS service, it is about far more than just the technology. Redstor were extremely helpful and flexible in recognising the challenges faced by our largest secondary schools and smallest rural primary schools. Working together we have been able to offer schools a reliable service that takes the responsibility and worry out of ensuring that administrative and curriculum data is secure. We are able to quickly rebuild file server configurations and restore data in the event of a disaster."

The ScoMIS Remote Backup Service has been a resounding success. Over 473 schools now use the solution to protect their critical data, and buy-in is growing rapidly.

Selway concludes – "To date the ScoMIS Remote Backup service has been a resounding success. ScoMIS save time and money sending ICT Technicians the length and breadth of Devon to help schools with tape backup and recovery, and we can proactively monitor the entire backup environment centrally. Schools subscribing to the service can simply forget about backups – no hassle, no effort, no ongoing investment in backup hardware and software, the service uses their existing IT infrastructure to protect their data and take it offsite. It is one of those genuine win-win situations".

About Attix5

Attix5 is a leading provider of online data backup and recovery solutions through its Backup Professional software. Its technology provides fail-safe protection against loss of critical business information. Backup Professional is a fully automated solution which can backup data wherever it resides – on servers, desktops, laptops or mobile computing devices – via any network connection (LAN, WAN, Internet or wireless). Users can quickly and easily recover data anywhere, and at anytime.

About Redstor

Founded in 1998, Redstor is a profitable Managed Services and IT Solutions Company focused around storage, data management and protection. Over 50% of Redstor's income is repeatable based upon creating enduring relationships with its customers. Redstor has over 10 years of expertise in managing, supporting and monitoring customers' data either at their site, remotely or on Redstor's own online storage and backup platform.

Redstor's trusted consultative approach is based upon understanding prospects and customer's business and IT goals and vision, then establishing a base line, before working with the customer to build a plan of action and a solution. This approach was a major factor in Redstor winning the SNS Storage Integrator of the Year Award 2008.

For more information please contact redstor on +44 (0)118 951 5200 or visit www.redstor.com