

# Redstor Case Study

## EIS (Kent) Protect Vital School Data By Adopting RBUSS

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### Case Study

Data within Kent schools grows at an exponential rate on the IT Infrastructure such as the Management Information Systems SIMS/CMIS. There is also growth in the student work held on educational systems, the demand on EIS to provide each school a reliable, robust but easy to use backup and recovery solution was causing a real headache.

The county of Kent has one of the largest number of schools with over 700 throughout the authority. EIS, which is a business unit within Kent County Council, supplies a range of ICT services to schools in the county and also neighbouring Local Authorities.

Combating many backup related service calls “The vast majority of non MIS system calls we get from schools to the support helpdesk involve a backup and recovery issue - from tapes, to the backup software, mechanical failures right through to complete outages.” commented Richard Packham, Regional Support Manager for EIS. “So we had to think of a way we could be a lot smarter when it came to school backup and we created a project to look at a better way to protect school data.”

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“The brief was simple – we needed a product that was not only easy to use, but easy to administer, easy to install at schools and above all reliable so that recovery was never an issue. The product also had to work seamlessly with the MIS used by schools – and that’s when we came across Redstor Backup for Schools (RBUSS).”



### At A Glance

#### The Issues:

- Manual, labour intensive backup systems at schools
- High maintenance costs on hardware and software
- Need for bespoke backup solutions at schools

#### The Redstor Solution:

- The Redstor Backup for Schools (RBUSS)

#### The Benefits:

- Substantial reduction in backup related support calls
- Reduced costs & shorter backup window for schools
- Fully automated backup service supported by the LA

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After investigation into suitable technology to run a managed backup service and in line with due diligence procedures followed by EIS, two products were selected for further testing in order to create a valid & financially viable business proposal. Throughout the evaluation period Redstor worked with EIS to ensure that the whole process ran as smoothly as possible and were on hand to resolve any queries. arose.

Redstor were able to provide EIS with many additional resources on the Redstor Backup for Schools service RBUSS including a full brochure containing pricing models, marketing material and return on investment studies as well as reference sites of 5 LAs already running a successful on-line backup service to schools. An ITT was issued and the eventual contract was awarded to Ramesys who were working in partnership with Redstor under the BECTA framework.

"The decision on the award was made for several reasons but mainly down to the fact that RBUSS is supported and endorsed by CAPITA for SIMS, support for the service and the confidence we have in Redstor – we envisage a fantastic working relationship with Redstor." Packham added. "With so many LAs adopting RBUSS, we know that we can share ideas and experiences with our colleagues in other authorities creating a community of users rather than working in isolation."

RBUSS has become the number one choice for authorities for the centralised, automated backup of schools data through continued development of the service and the resources available. RBUSS helps by releasing school professionals from the burden and headache associated with data backup by eliminating all aspects of the manual process and the need for tapes, tape hardware and backup software. The schools within Kent benefit from savings in time, effort and money meaning that teachers and associated personnel can concentrate on the education of pupils.

The Redstor backup for schools service is currently in use by 600+ schools and a plan to market the service to the remaining schools is already in place.

The authority is seeing the benefits of RBUSS through a substantial reduction in the amount of backup and recovery associated calls to the helpdesk. EIS also plan to offer the service to more than just education establishments. "As well as schools, we also intend to promote the service to youth centres, coroners offices, SureStart sites and any other government funded organisations that fall within our catchment." commented Packham. EIS had the service fully deployed within 6 months.

"Based on our experiences to date we know we have selected the right service provider in Redstor and the relationship is sure to go from strength to strength." Packham concluded.

#### 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](http://www.redstor.com)