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# Redstor Case Study

Roger Walker Travel send their data packing to secure remote far away locations with the aide of Redstor Online backup

**"I have recommended the Redstor Online Backup solution to many other businesses" Roger Walker owner RWT**

## Case Study

RWT are an independent ABTA travel agent based in Twyford near Winchester. RWT specialise in tailor-made holidays around the world including corporate and group travel.

"Lots of small companies like us need to outsource our IT. It is the best and most cost effective way of getting things done. Small businesses are more vulnerable to even the smallest of IT issues than large organisations as we have no IT staff on hand to assist" said Roger Walker owner of RWT "systems and processes need to be simple for organisations such as ourselves to handle."

"We do not have a huge data centre to protect but RWT are fully aware of the importance of backing up our data. We appreciated that tape based backup was not perfect and so we had a small removable disk based system to back up our data. Unfortunately the backup process was time consuming, manual, and we had to physically remember to do the backups. I lay awake all night wondering if the backup worked" continued Roger Walker.

After meeting with Redstor, RWT were instantly sold on the Redstor Online backup solution, "Redstor Online Backup made perfect sense as it provided us with a hands off solution. It's just there in the background like an insurance policy" Roger enthused. "I know that lots of owner run businesses need online backup and I am surprised to learn that several small companies still do not backup their data!"



## At A Glance

### The Issues:

- Unreliable manual backup process
- Fear of backup failure
- Only a friend of a friend to rely on for IT assistance

### The Redstor Solution:

- Redstor Online Backup

### The Benefits:

- Always available Online backup
- Total peace of mind
- Quick and simple data recovery
- Reduced costs and overheads

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"RWT wanted to concentrate on their travel business rather than spend valuable time operating their IT and backup." Recalls Tony Ruane, Business Development Director of Redstor, "We knew we had the solution for RWT and it was easy for us to demonstrate to Roger and his staff just how easy Redstor Online Backup was to operate. I was fully aware that the solution Redstor provided RWT had to be first class as Roger explained to me that the data he held was basically his entire business. Client communications via email, brochures, destination images, source files for documents, customer databases etc. it all needed to be protected." continued Tony.

Redstor successfully deployed Redstor Online Backup for RWT who have now been benefiting from the simple to use service for over 5 years. "In the morning I quickly check to see that my backup has performed OK and on occasion when RWT have had to use the system to restore data we found the procedure was idiot proof and we could not fault it as the whole procedure to recover all the corrupted data took me less than 4 minutes. It was just a couple of clicks".

On a recent visit to RWT to check on his service Redstor were amused that not only did Roger still have his old removable disk drive but after dusting it off tried to sell it to Redstor jokingly stating "You don't want to buy this removable storage device do you? I have no use for it as I am a happy online customer and I know lots of owner run businesses that need online backup".

#### About Redstor Online Backup

Redstor Online Backup is Backup as a Service (BaaS), which offers a fully automated, encrypted online backup and recovery service allowing organisations to back up their data off-site, over the internet and/or dedicated IP links to Redstor's remote data centres.

Redstor Online Backup consists of two service offerings; Redstor Online Backup and Redstor Online Backup Plus.

- Redstor Online Backup is suitable for organisations with simple environments consisting of PC's and/or a small number of servers, lots of small distributed sites and straightforward storage environments.
- Redstor Online Backup Plus is suitable for organisations with more complex environments and/or large data quantities.

#### About Redstor

Founded in 1998, Redstor is a Managed Services and IT Solutions Company focused around storage, data management and protection. Redstor have over 11 years of expertise in managing, supporting and monitoring customers' data either at their site, remotely or through Redstor's own online storage and backup platform.

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

To see the redstor Online Backup service run in real time please visit:

[www.redstor.com/online\\_backup](http://www.redstor.com/online_backup)

For Something Special when it comes to travel try [www.travelwithrwt.com](http://www.travelwithrwt.com)