



Reduce Complexity

Improve Flexibility

Service Catalogue

Enable Automation

North Lincolnshire Council turns to Tivoli Storage Manager for data recoverability

Solution

The Council had just six weeks to complete their procurement process and move forward with a new storage solution. The final documents were being put together to recommend their preferred supplier, IBM® Business Partner Tectrade. “We’d shortlisted to three vendors and completed our evaluation, and Tivoli® came out on top for us – ticked all the boxes!” Ms. Walker recalled, when she received some of the worst news that any facility could face – their building was flooding.

“Severe rainfall had caused flash flooding, water had burst through our boiler room doors, resulting in extensive damage to our main computer room,” remembers Ms. Walker. “We had about an hour and a half to try and salvage as much as we could. We lost at least thirty-five percent of our servers.”

“That really brought home to the Council that the consequences of such an event are truly devastating and that steps had to be taken to avoid a similar experience in the future,” said Mike Rickards, Business Development Director at Tectrade. For the Council, Tectrade implemented a centralised storage area network (SAN) with IBM Tivoli Storage Manager and offsite backup of data.

“The Council’s ultimate goal is to have a second SAN with a second instance of Tivoli Storage Manager, and live replication between the two environments,” explained Mike Rickards.

With more than 7,000 employees and 43 councillors, North Lincolnshire Council in the UK provides government services to a diverse customer base of over 150,000 residents. The Council’s existing tape storage methodology, however, was taking a huge amount of resource to administer.

Across three primary sites, and fifteen remote sites, the Council maintained over 80 Intel and UNIX servers, each with its own internal or directly attached tape storage device. Backups were performed daily on each server by individuals on site, and manual effort was required to check backup logs, collect, record, and store media off site, taking IT staff up to four hours a day to complete..

“The administrative overhead was very high,” explained Janet Walker, IT Services Manager, Facilities, for the Council, and “the number of servers was growing.” In addition, all local authorities in the U.K. were required to demonstrate improved levels of business continuity and data recoverability. North Lincolnshire Council wanted a centralised storage architecture for improved data resiliency and recovery in the event of a disaster.

Infrastructure Objectives

Storage Consolidation

- Centralised Storage
- Mid-Range Disk
- Replication

Data Protection

- Enterprise Backup & Recovery

Key Deliverables

- Maximised uptime & performance
- Scalable and flexible solution

“ Tivoli Storage Manager met all our mandatory needs. It was scalable, flexible, and allows us to be proactive rather than reactive. I have to say we’re very pleased with the results.”

*Janet Walker,
IT Services Manager, Facilities, North Lincolnshire Council*

Tivoli Storage Manager

The Council had a very good feel for what they were looking for, and the core functionalities they identified in their 'ideal' solution were perfectly suited to the extensive capabilities of Tivoli Storage Manager," Mike Rickards commented. "They needed to do backups of file and application data and on-line backups of database data. Additionally the solution had to scale to accommodate anticipated growth and support a multi-platform environment, so whatever they put in today could scale out without difficulty. It was clear that the requirement was for a long term solution not a rip and replace tactical 'fix'."

The Council now has a single, centralised backup and recovery solution for their SAN infrastructure that also gives them the capability to provide a backup solution for the Councils' application servers that do not currently utilise the SAN for disk access. Tivoli Storage Manager is fully compatible with Blade, virtualisation and SAN technology. Mike Rickards said "Tivoli Storage Manager is 'set and forget' and it works."

Tivoli Storage Manager allows the Council to run its IT department, not its backup. "I have to say that we certainly couldn't achieved as much as we did without Tectrade, they played a major role," Ms. Walker said. "They had excellent technical staff on site, and their project management and documentation was excellent as well."

Key benefits

The Council will deploy a new network topology to provide added security and resilience, encompassing the requirements necessary for ISO accreditation in the future. Tivoli Storage Manager provided the Council with resilience at a physical server level, application level and network level, maximising uptime and performance.

Tivoli Storage Manager has also reduced the Council's backup windows significantly. One year-end project to backup the Council's revenue and benefits system was reduced from four days to just under three, an almost thirty percent reduction in lost system time.

According to Mike Rickards, the Council has "now got a solution that is imminently more manageable than the previous environment." Backups are now performed nightly using the Tivoli Storage Manager incremental forever methodology, using disk onto the SAN and then offsite onto tape. "They're keeping the right amount of data for the right periods of time, and it's all being backed up centrally and automatically to an IBM tape library. With Tivoli Storage Manager, the Council has achieved a critical objective of being able to restore their data in the shortest time possible."

"Tivoli Storage Manager met all our mandatory needs," said Ms. Walker. "It was scalable, flexible, and allows us to be proactive rather than reactive. I have to say we're very pleased with the results."

Vendor Alliances on this project

IBM
Tivoli

© 2008 Tectrade



Head Office & Customer Centre
No.1&2 Godalming Business Centre
Woolsack Way
Godalming, Surrey
GU7 1XW
Tel. +44 (0)1483 861448
Fax. +44 (0)1483 861449
Email. info@tectrade.co.uk
www.tectrade.co.uk

Northern Sales Office
Harrogate, Yorkshire
Tel. + 44 (0)1423 340942
Fax. + 44 (0)1423 340945
Email. info@tectrade.co.uk

Scottish Sales Office
Edinburgh, Scotland
Tel: +44 (0)131 718 6077
Fax: +44 (0)131 718 6100
Email. info@tectrade.co.uk

Netherlands Office
Tectrade BV
Brenkmanweg 8
4105 DH Culemborg
Nederland
Tel. +31 (0)345 547040
Fax. +31 (0)345 520422
Email. sales@tectrade.nl
www.tectrade.nl