

CASE STUDY / EDUCATION SECTOR /

BIRKBECK, UNIVERSITY OF LONDON /



Birkbeck, University of London, is a world-class teaching and research institution attracting 19,000 students each year. It's London's only specialist in evening higher education and encourages applicants without traditional qualifications.

THE CHALLENGE /

In a climate of anxiety about London as a possible terrorist target, Dr Jasbir Gill, Director of IT Services, wanted to ensure they were protected against a major incident. He was also concerned that existing backup procedures were inadequate. The issues included:

- Concerns about business continuity due to the risk of incident or breakdown
- Concerns about data security using the traditional tape-based system
- An inadequate manual backup system, with staff taking backup tapes home
- The college expansion programme attracting increasing numbers of students and subsequently increasing volumes of data
- A desire to centralise the IT strategy and infrastructure

THE SOLUTION /

Dr Gill found InTechnology's Managed Backup Service, through the London Metropolitan Network (LMN), an advanced broadband network delivering vetted services for further and higher education institutions across the capital.

- MBS is a managed online data backup and restore service which offers automated and customised data backup and instant online restoration 24 x 7
- It eliminates the severe limitations of traditional tape-based data backup
- InTechnology backs up copies of all the data it stores in its secure data centres

"It was important to us that critical data would be securely backed up and stored remotely so that it would be safe in case of any disaster. Scalability was also important. We wanted to be able to meet likely future increases in data volumes without having to re-engineer the solution.

Our technical support staff are enjoying improved productivity and morale and we have peace of mind, knowing that critical data is stored in a secure offsite location."

Dr Jasbir Gill,
Director of IT Services Birkbeck,
University of London



BUSINESS BENEFITS /

- Confidence for Birkbeck in InTechnology's integrity having procured their services through LMN
- Prompt disaster recovery is assured in the event of a major incident
- Data transmission is secure and protected. It is encrypted and compressed before transfer for greater security
- As data volumes grow, the quantities of data being backed up can easily be increased

OPTIONAL BENEFITS /

- Data no longer has to be backed up manually by skilled IT staff, freeing up valuable time and resources
- Retrieval is instant, as opposed to the time-consuming process when recovering data from tape
- Support from InTechnology's 24-hour operations team in case of a major incident
- A standard and centralised IT platform providing consistency of service and fewer technical problems

FINANCIAL BENEFITS /

- Expensive and skilled IT staff don't need to be used for lengthy daily tape backup processes.
- Discounted costs and economies of scale through LMN.
- A centralised IT system enabling easier cost control.
- Future costs are predictable with InTechnology's pay-as-you-use model, even with rapid data volume growth.



INTECHNOLOGY SOLUTIONS /

Managed Backup Services

- Connection via LMN
- Protection of 100GB of primary data
- Number of Servers backed up: 20
- Backup of core MIS data

Managed Backup Service Data Centre Edition

- Connection via LMN
- Protection of 2TB of primary data
- Backup of key academic research data

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Dr Jasbir Gill,
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To learn more about how we could help you,
call 0800 983 2522 or email contact@intechnology.com

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