

CASE STUDY / EDUCATION SECTOR /

CITY OF WESTMINSTER COLLEGE LONDON /



The City of Westminster College welcomes around 7,000 students a year studying 250 full and part-time vocational and academic courses in higher and further education. It has five London centres at Paddington, Maida Vale and Queen's Park.

THE CHALLENGE /

Major redevelopment of the college's main Paddington campus meant relocation to a temporary site until 2010. Head of Computer Services, Liz Howard, had these concerns:

- Uncertainty over access to vital Information and Learning Technology (ILT) during the move
- Concerns about business continuity due to the increased risk of incident or breakdown
- Concerns about data security before, during and after the move
- An inadequate manual backup system, with ILT staff taking backup tapes home in case of emergency

THE SOLUTION /

Liz Howard found InTechnology's Managed Backup Service (MBS), 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 customised data backup and instant online restoration 24 x 7
- It eliminates the severe limitations of traditional tape-based data backup
- InTechnology's data is highly secure, complying with government audit and regulatory requirements
- InTechnology backs up copies of all the data it stores in its secure data centres

"There may be a time when we can't get into the building for a period of time and we need to be confident our data is secure.

"The planning and set up was straightforward and the support has been good. The backup service has been reliable and we have been kept in touch at all times by our service account manager.

The service we take from InTechnology through LMN works for us in terms of a business solution."

Liz Howard,

Head of Computer Services
the City of Westminster College



BUSINESS BENEFITS /

- Confidence for the City of Westminster College in InTechnology's integrity having procured their services through LMN
- Business continuity assured
- Data transmission is secure and protected. It is encrypted and compressed before transfer for greater security

OPTIONAL BENEFITS /

- Before the move, the MBS user interface was installed so users could specify their needs according to their own requirements
- The backup application was installed on all servers needing protection
- Now, data no longer has to be backed up manually by skilled ILT staff as with the traditional tape-based system, freeing up valuable time and resources
- Retrieval is instant, as opposed to the time-consuming process when recovering data from tape

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
- Personal and non-business data can be excluded from the backup to reduce costs and backup times
- The amount of backed up data can be increased or reduced as needs change, and costs adjusted accordingly with InTechnology's pay-as-you-use model
- Future costs are predictable, even with rapid and unexpected data volume growth



INTECHNOLOGY SOLUTIONS /

Managed Backup Services

- Connection via LMN
- Protecting 100GB of primary data
- Incremental forever backup of Windows file system data
- Incremental forever backup for Microsoft Exchange via API as well as individual mailbox backup & recovery functionality
- Incremental forever backup for Microsoft MS SQL via API
- Incremental forever backup for Oracle via API

“We don't keep masses of data but we have the option of backing up more data if we wish. The service we take from InTechnology works for us in terms of a business solution.”



Liz Howard,
Head of Computer Services
the City of Westminster College



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

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