



Uttlesford District Council

Uttlesford District Council finds data integrity solution to govern storage systems

Profile: Uttlesford District Council is a local government body responsible for a variety of public services, including leisure, the environment and housing. Within the Uttlesford district in the UK, it serves almost 70,000 people and spends approximately £25 million annually on public service delivery.

To meet the legislative demands regarding its information management and to more cost-effectively and efficiently manage that data, the council required a back up and retrieval solution.

Challenge: Significant data growth was outstripping capacity. Previous system was unreliable and gave the IT team no confidence. Local government under pressure to comply with government guidelines to make information available online

Business Value:

- Robust, flexible solution can manage current capacity and will continue to do so at data growth rates
- Significant cost-savings through reduction of manual intervention
- Data protected and secure
- Storage costs reduced and server performance increased by migrating email messages and attachments into a centralised message archive
- Reliable support assistance when required

Solutions

EMC Legato NetWorker, ADIC Scalar 100, EMC EmailXtender, TriSys Support Package

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The business issues

In line with the government plans to put all public services online by 2007, including registration for services, access to information resources and e-voting, Uttlesford's data store has subsequently grown as it attempts to meet its targets.

Moreover, the council needed to upgrade its system and consolidate its information for more efficient and cost effective information management. Alongside the pressure of delivering citizen services, Uttlesford is required to meet data protection and privacy laws and to retain records of all actions taken and agreements made under its remit. The result was a review of the council's back up, recovery and archival strategy to ensure appropriate management at every point in the information's lifecycle.

The system hardware had also become unreliable. Because residents had become increasingly reliant on online services to provide them with information about education, health services and transport, increasing amounts of manual intervention were required at great expense. This had also severely compromised the council's ability to deliver a 24x7 service.

"We just weren't confident in the system that we had in place and that couldn't continue," says Aaron Wood, senior support officer at Uttlesford. "We reviewed our back up and storage environment and it was apparent that the existing software was unable to back up all our servers."

The Solution

Uttlesford turned to systems integrator TriSys for advice and assistance to better manage its data. Uttlesford chose TriSys and EMC Legato over other companies, not only because of the impressive solutions available, but also because of their professionalism. EMC Legato NetWorker, backup and retrieval solution, ADIC Scalar 100 tape library and more recently, EMC EmailXtender were recommended and installed to remedy the organisation's immediate issues and to allow for future growth.



"The solution is flexible enough to accommodate the growth expected and can also be integrated with a SAN in the future to maximise the council's investment."

—Richard Morris, Professional Services Manager at TriSys.

A solution for centralising and automating backup and recovery, NetWorker's automated management features improve efficiency, save time and money and ensure that backups are reliable and successful. The open architecture provides flexible backup and recovery across LAN, WAN and SAN environments. The solution's reliability and ease-of-use provides a highly cost-effective 'backbone' for any disaster recovery system.

The ADIC Scalar 100 is a mid-range library that offers a powerful combination of industry-leading density, trouble-free scalability, and advanced storage networking technology. Replacing existing hardware with ADIC's Scalar 100 also supports the improvements delivered by NetWorker and adds further layers of system reliability. Manual intervention is reduced from hours to minutes building on the cost-savings already established. The solution also works well with Uttlesford's existing IT infrastructure, as the implementation took TriSys only five days to complete.

Pleased with the success of the EMC Legato solution, Uttlesford asked TriSys to help it better manage its email archiving process. TriSys recommended EmailXtender, a message archiving solution for retaining and managing email as a record of business. With EmailXtender, an organisation's messages are automatically moved off the message server and into the archive. As a result, storage costs drop, server performance improves and backup and recovery times speed up.

The business benefits

“The solution is flexible enough to accommodate the growth expected and can also be integrated with a SAN in the future to maximise the council’s investment,” said Richard Morris, Professional Services Manager at TriSys.



“We’re delighted with the efficiency and robustness of the complete solution. We can rely on our storage system as never before and are well placed to deal with the challenges ahead as our data volumes grow.”

—Aaron Wood, Senior Support Officer at Uttlesford.

The reduction in man-hours previously spent on keeping hardware running is now re-focused towards projects that deliver better services to Uttlesford residents. “The TriSys support package enables us to contact them as and when we need help or advice. The team is very knowledgeable and tends to resolve issues well within our SLA” says Wood. The council now has a good disaster recovery solution should there be technical problems in the future. Moreover, the cost savings are helping the organisation increase the amount of services it has online, making Uttlesford better placed to meet the e-government deadline.

The EMC solution has enhanced the council’s ability to quickly respond to customers, as well as ensuring all emails are legally-compliant and administrable in a court of law.

“We’re delighted with the efficiency and robustness of the complete solution. We can rely on our storage system as never before and are well placed to deal with the challenges ahead as our data volumes grow,” concluded Wood.



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