BIR gets GDPR-ready with Arcserve UDP software and Email Archiving

CLIENT PROFILE

Industry: Waste management
Company: BIR
Solution: Arcserve UDP

BIR is one of Norway's largest waste management companies, responsible for waste disposal for approximately 350,000 people across nine municipalities. The company, headquartered in Bergen, also offers commercial waste solutions.

PROBLEM

With GDPR (General Data Protection Regulation) compliance on the horizon and an existing backup system that was difficult to manage, BIR decided to look for a more agile solution with email archiving capabilities.

SOLUTION

Arcserve UDP backs up a mix of virtual and physical servers to safeguard data across BIR's 17 offices. The data is deduplicated and replicated to a second site, and Arcserve Archiving ensures it has the capability to comply with GDPR.

RESULTS

BIR's faster backup and restore windows have freed up time and resources in the IT department. With 80% deduplication, the company is also making cost savings on storage, while ensuring it's GDPR-ready with comprehensive email archiving.

THE PROBLEM

Freeing up resources and meeting compliance

Collecting household and business waste across nine municipalities requires seamless organisation. At BIR, the backend systems and information underpinning operations must be highly reliable.

While the company's existing data backup solution was adequate, it required skilled personnel to keep it running, and costs due to tape-based storage were escalating. As Tommy Hufthammer, Head of IT, explains, "As well as being time-consuming and costly to manage, tapes are prone to damage and it can take a long time to find and restore a lost file."

With General Data Protection Regulation (GDPR) coming into force in May 2018, the organisation also needed a solution that allowed easy access to archived emails so that personal data can be found and removed as required. "We wanted to simplify backup processes and be sure that our data was safe and that we could achieve GDPR compliance," adds Hufthammer.

THE SOLUTION

Faster backups and simpler management

BIR tested four solutions before selecting and deploying Arcserve UDP in 2014, which had the fastest backup and recovery times. The solution backs up a mix of virtual and physical servers, including Windows, Linux, SQL, SharePoint and web servers.

The data is deduplicated to reduce storage volumes, and replicated between two sites to ensure files and servers can still be restored in the event of an outage at one site. "With Arcserve UDP, we can be confident that our data is safe. We've reduced storage space by around 80%, which equates to significant cost savings," recalls Hufthammer.

The Arcserve solution is highly automated and all processes can be viewed and managed via a single console from any location. Manual intervention is rarely required and ease of use means that that the IT team now spends less time on data backup and management. Hufthammer adds, "If we need additional support, Arcserve Support Services are there for us and are very responsive to fixing any issue that we have."

Restoring files is also significantly faster; the five or six hours it used to take to restore a single email is now a distant memory, as Hufthammer explains, "It takes three minutes to recover an email with Arcserve, and we can fully restore a server in minutes instead of it being out of action for half a day."

To help comply with GDPR, Arcserve UDP Archiving enables the team to search archived emails at the click of a button. "The archiving feature is brilliant – we have full assurance that no one can delete business emails and now have a complete history for all 400 employees, so we can find and secure sensitive data, or delete personal details if required," says Hufthammer.

THE RESULTS

Reducing the risks of outage and non-compliance

Thanks to Arcserve UDP, BIR can restore data and servers quickly and easily, and will be compliant with GDPR when it comes into force. Automated processes and a simple user interface not only reduce management time but also mean that anyone on the IT team can now manage data backups, whereas previously a skilled specialist was required.

> With Arcserve UDP, we've reduced storage space by around 80%."
>
> – **Tommy Hufthammer,** Head of IT

"Arcserve UDP has freed up time and skills within the IT team, so we can spend more time supporting users and focussing on services and application servers," adds Hufthammer.

With Arcserve UDP, BIR has been able to:

· Make cost savings

· Free up time and resources

· Simplify GDPR compliance

· Safeguard productivity and operations.

"With Arcserve UDP, our data, emails and servers are protected and fast to recover. This gives us greater confidence in our ability to comply with GDPR next year, as well as support the delivery of new services to provide a better customer experience," concludes Hufthammer.

For more information on Arcserve, **please visit arcserve.com**