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> University of Cambridge Institute safeguards reputation and business continuity with Arcserve

CLIENT PROFILE

Industry: Education
Company: The University of Cambridge Institute for Sustainability Leadership
Employees: 53

UNIVERSITY OF CAMBRIDGE
INSTITUTE FOR
SUSTAINABILITY LEADERSHIP

BUSINESS

For over 25 years the University of Cambridge Institute for Sustainability Leadership (CISL) has been working to build the leadership capacity necessary to tackle critical global challenges.

CHALLENGE

With its reputation dependent on its ability to facilitate informed debate and educate high-profile individuals, CISL must ensure its virtual servers, as well its data, are protected and continuously available.

SOLUTION

Arcserve UDP safeguards 2.5TB of data across 23 physical and virtual servers and automates core processes. Incremental backups, virtual standby servers and data replication provides the institute with a multi-layered approach to recovery management.

BENEFIT

With Arcserve UDP, CISL has reduced backup times from 18 to two hours and can quickly recover a server in the event of an incident. This helps to safeguard not only its data but also its reputation and the continuity of its activities.

Λssured recovery™

BUSINESS

Tackling critical global challenges

The University of Cambridge Institute for Sustainability Leadership (CISL) is focused on building the strategic leadership necessary for tackling critical global challenges.

A self-financing institute within the University, CISL's 53 staff members work with leaders across government, NGOs and corporates to develop practical solutions to sustainability challenges, such as climate change and natural resource security. Located in offices across Cambridge, Cape Town and Brussels, these permanent staff members also draw on the expertise of around 10 leading academic and industry associates.

Established 25 years ago, the institute aims to influence individuals, organisations and industry sectors through executive education programmes, events and business leaders' groups. It also delivers a sustainability-focused Master's course for mid-career professionals and the Prince of Wales's Business and Sustainability Programme for senior industry executives.

CHALLENGE

Ensuring seamless data protection in a virtual environment

CISL must ensure the materials developed by its staff and partners are constantly available for its high-profile audience.

Technology advancements, such as virtualisation, were stretching the institute's ability to safeguard its servers. As Ellis Karim, IT Manager at the University of Cambridge Institute for Sustainability Leadership, explains, "We had moved from a physical to a virtual server environment based on Citrix XenServer. It was not well supported by backup vendors, so we had no way of protecting our servers."

> Older files had to be recovered from tape, which was very time-consuming.

Ellis Karim | IT Manager

Growing data volumes meant overnight tape backups took more than 18 hours. "When we arrived in the office in the morning, the backup wasn't completed, which meant tapes missed their slot to be taken offsite and ended up in a muddle," adds Karim.

With limited internal IT resources, the institute needed to find a single, comprehensive and easy-to-manage automated backup and recovery solution.

"Our disk backup could only hold two weeks of data, which meant older files had to be recovered from tape, which was very time-consuming," comments Karim. "We needed a more scalable solution that would reduce the need for tape backups and offer the same, if not better, data protection."

SOLUTION

Automated and multi-tiered backups provide comprehensive protection

A satisfied Arcserve Backup customer since before 2007, CISL invited the company to demonstrate the additional value offered by its latest products. "We didn't realise how much Arcserve could deliver," notes Karim. "As well as backing up to disk, Arcserve offers virtual standby machines and offsite replication."

In May 2014, the institute engaged an Arcserve partner to design and implement Arcserve Unified Data Protector (UDP) to help safeguard its virtualised servers and growing volumes of data.

Arcserve UDP protects data across one physical server and 22 virtual machines hosted running on three Citrix XenServer hosts. A total of 2.5TB of data is backed up from a variety of sources, including SQL Server databases, Microsoft Exchange mailboxes, Microsoft Office files and a CRM system.

Every night Arcserve UDP automates incremental backups across CISL's virtual and physical servers. During the day, file, email and database servers are backed up every four hours, with each backup taking just 10 minutes.

"Arcserve UDP automates the whole process," reveals Karim. "After completing the incremental backups, the data is then replicated to the university's main data centre, after which virtual standby servers are created at a remote site. All we need to do is monitor the process."

Arcserve UDP gives us up to 90 days of incremental backups, which means we rarely need to go back to tape.

Ellis Karim | IT Manager

Intelligent alerts provided by Arcserve UDP notify Karim and his team of issues as they arise. A dashboard offering a visual summary on the status of all backups is always close at hand. By drilling down into the summary, CISL can access the in-depth information that is vital for ensuring problems are resolved rapidly.

BENEFIT
Greater IT efficiency, greater business continuity

With Arcserve UDP, CISL can quickly bring its virtual servers back online in the event of an incident. As Karim confirms, "If we were to lose this site for any reason, we can simply fire up the offsite virtual standby servers so data remains accessible."

With the overnight backup window reduced from more than 18 hours to less than two, there are no longer any issues of delayed routines running into office hours.

"All we need to do is check the dashboard each morning, saving us 20 minutes each day," Karim adds. "And because the backups are always successful, we save even more time because we don't have issues to fix."

CISL has also reduced the need to backup from tape, as Karim confirms, "Arcserve UDP gives us up to 90 days of incremental backups, which means we rarely need to go back to tape. To recover from a snapshot, we simply select the relevant date from the calendar."

By modernising its backup and recovery solution, CISL has been able to:
- Ensure the availability of information for staff and stakeholders
- Prevent disruption to its education programme and events
- Safeguard its reputation with high-profile leaders around the world.

"With a more unified approach to data protection, the institute can continue with its important work without any risk of disruption from data loss," concludes Karim.

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