



CUSTOMER CASE STUDY: FISHER MEREDITH

When the existing inhouse tape backup solution was “creaking at the seams” and becoming increasingly unreliable, Fisher Meredith, a leading London Litigation based law firm, decided to consider outsourcing its backup/recovery function.

The Challenge:

Fisher Meredith wanted to move away from tape as the clunky tape-based backup system it was originally using did not provide a complete and secure service. The tape backup processes were time consuming and unreliable as the potential for human error with tape gave no guarantee that a backup had been completed successfully. Nor could its existing tape system handle the increase of critical data that Fisher Meredith needed to store digitally.

“oncore IT’s offsite backup and disaster recovery, powered with Asigra technology, has provided us with an easy to manage online backup process that protects all key data on all of our servers and guarantees 100% data recovery of our internal data, client data and the data on our AIM database.”

Michael Boscic
IT Manager
Fisher Meredith

Michael Boscic, IT Manager, Fisher Meredith, said: “We need to prove to our clients that their sensitive data will be safe even if systems go down, and so were looking for an extremely efficient disaster recovery system. Additionally, we were looking for offsite and online backup, as more organisations are now demands that all key data of clients are remotely backed up daily and stored offsite, to ensure secure and easily restorable data in the event of an IT system failure.”

In addition to improving its backup procedure, Fisher Meredith required a complete disaster recovery service that guaranteed a short recovery time and no loss of data if a disaster occurred. In addition to this best practice for businesses, Fisher Meredith complied with insurance firm requirements and potentially therefore lowered its premiums, resulting in an immediate return on investment.

“Fisher Meredith wanted to move to offsite and online based data backups from tape because of the increasing demands from insurance companies, many of whom need to ensure that they don’t spend too long in paying out to a company whose systems have gone down. Restoring a tape based backup system can take days, even weeks. If they can see that a company is backing up data on a daily basis to a secure and offsite location, as well as having a disaster recovery process in place, they are more likely to lower the premium for that company,” Boscic added.

The Solution: oncore IT OLB with Asigra technology

“oncore IT’s offsite backup and disaster recovery has provided us with an easy to manage online backup process that protects all key data on all of our servers and guarantees 100% data recovery of our internal data, client data and the data on our AIM database,” states Boscic.

With oncore IT, Fisher Meredith has effortlessly moved away from tape-based backup to a more cost-effective, agentless backup that uses oncore IT’s simple pay-as-you-grow pricing model, which eliminates the high costs of administration and licensing associated with conventional tape-based backup. oncore IT OLB, using Asigra technology, remotely backs up data every day or as scheduled and transmits the backup data offsite via an IP-WAN to another oncore IT location. With a management software and online service provided by oncore IT, the whole process of backup and recovery is easy and reliable to ensure a 99.9% Service Level Agreement success rate.

“With Asigra’s superior Televaulting software behind our oncore IT OLB and Disaster Recovery services, we are able to provide Fisher Meredith with a complete business continuity strategy need that meets their requirements to guarantee that their customers’ data will be protected and can be restored under any circumstances,” said Roland Mann, Managing Director of oncore IT, “The multi-site backup technology and agentless architecture allows us to efficiently manage Fisher Meredith’s entire backup remotely. Additionally, oncore IT allows Fisher Meredith to realise major cost-savings because of Asigra’s straight forward, capacity-based licence charges”

With Asigra’s software delivered as a service through oncore IT, Fisher Meredith complied with insurance firm requirements, and therefore had lower premiums resulting in an even higher immediate return on investment.

oncore IT’s Disaster Recovery Service (DRS), using Asigra Televaulting for Service Providers, enhances the oncore IT OLB service with its self-healing structure of the management software and the advanced security features, ensuring Fisher Meredith a 100% reliable managed backup and recovery service. With Asigra Televaulting, data is encrypted “at-rest” and “in-flight”. In the event of a disaster, oncore IT will replace the affected hardware. If the whole network is destroyed or becomes unavailable, oncore IT’s mobile ‘complete network in a flight case’ service will restore the entire Fisher Meredith system within hours - possible because of the flexibility of Asigra’s software and its bare metal restore capability and the fact that the replacement hardware contained in the ‘flight case’ is permanently connected to the same LAN as the main OLB data vault.

At each customer site, a single Asigra Televaulting DS-Client discovers all servers, desktops and laptops connected to the local network, and automates the backup of all local data assets. Before the backup data set is transmitted to oncore IT’s data centre, Asigra Televaulting software analyses the data, finds new and changed file blocks, eliminates duplicate files and further compresses the residue bytes to ensure the backup set is as compact as possible. The software then encrypts the data before sending it over an IP-WAN connection to a centralised Asigra Televaulting DS-System server, located in oncore IT’s data centre, which consolidates the backup data from all distributed sites. That DS-System server is then protected just

like any other server within the data centre as part of the organisation's ongoing data protection policies. Moreover, the back-end DS-System server integrates directly with third-party ILM solutions from the major storage vendors. As an additional level of data protection, oncore IT has configured the DS-System server to replicate the vault to a second secure back up site.

Fisher Meredith:

Fisher Meredith is a leading London rights based law firm specialising in litigation for individuals. Fisher Meredith has over a hundred staff of which over 70 are lawyers specialising in family, crime, children, housing, mental health, community care, employment, education, immigration, access to health issues, professional negligence, civil actions against the police, prison law and particularly the human rights and public law issues associated with these areas of the law. It has a thriving property and small business section. Fisher Meredith is named in Chambers Guide to the Legal Profession, the Legal 500 and Legal Experts as one of London's leading firms in Criminal Law, Family Law, Civil Liberties and Education. Eileen Pembroke, the Senior Partner, is the Law Society Council Member for South London. Fisher Meredith has consistently achieved some of the best Legal Services Commission national audit results and is regarded as an "A-list" firm. Fisher Meredith obtained the Investors In People award in March 2000 and obtained Lexcel (Law Society Practice Management Standards) kitemark in 2003. More information can be found at www.fishermeredith.co.uk

oncore IT:

oncore IT provides a 24/7 managed IT service for small and medium sized businesses, incorporating both hardware and solutions for a complete outsourced IT solution. oncore IT provides a complete outsource solution to SME's based on a single annual fee. Their managed service provides all hardware, software, design, implementation and complete management their clients entire IT. Asigra's Televaulting software is fundamental to this as it gives oncore IT's clients complete reassurance that all their data is routinely backed up and is completely secure. Currently oncore IT has in excess of 30 contracted clients using IT OLB service. oncore IT partners with best of breed vendors to provide an IT management service that only a large corporate would normally have access to. Services include: remote IS management; provision of all hardware equipment and software licenses; disaster recovery; remote (offsite) backup and recovery; firewall provisioning; desktop management; bandwidth management; equipment hosting and replacement; monitoring and alerting; and email filtering. For more information, please visit the company's website at www.oncoreit.com.

Asigra:

Founded in 1986, Asigra is the award-winning specialist in agentless distributed data backup and recovery solutions for network computing. With Asigra's Televaulting software, service providers and enterprises can reliably protect mission-critical information across all their geographically dispersed customers and/or "data islands," whether they reside on servers, desktops or laptops. Leading all other distributed backup and restore disk-to-disk software vendors, more than 3 petabytes of data is protected with Asigra Televaulting. The privately held company is based in Toronto, Canada. For more information visit the company's website at www.asigra.com.