



CUSTOMER CASE STUDY: LINLEY

The Challenge:

Outsourcing the management and backup of data of its two London stores was essential to LINLEY, makers of fine quality furniture, as the data stored at the main office is integral to the running of the business. LINLEY's customer base is varied, with 20% coming from overseas and clients ranging from affluent individuals to corporate projects for industry leaders that include Credit Suisse and Polygram. Any loss of data could be potentially damaging to the business, therefore a solid backup and recovery strategy is integral to LINLEY's continuing growth.

The Solution:

Outsourcing backup and IT management to solutions provider oncoreIT

To eliminate the expense of full-time IT staffing and the stress of IT management and backup for the company, LINLEY decided to outsource all backup and server management to oncoreIT, an SME service provider.

LINLEY is now running terminal services from its new store in Mayfair, with all Point of Sale terminals connected back to the main office in Belgravia where the backup server is located. Because the backup software only needs to run from a single office, this saves on backup duplication, management and set up costs. oncoreIT backs up and stores all the data on LINLEY's servers. Data includes sales and financial information, Excel, Word, Powerpoint, and CAD documents, with the largest data type being email. oncoreIT runs a nightly backup to its remote data centre.

"The sheer scope and client-sensitive nature of the data stored on our system makes it invaluable to the running of our business," said Mat Fahey, Operations Manager at LINLEY. "By outsourcing server management and data backup of both sites to oncoreIT, LINLEY has assurance that this data is 100% secure. We now completely rely on oncoreIT, knowing that their remote management system and customer service will look after all of our data backup needs and any IT problems, without concerning us or our clients."

LINLEY is an ideal example of why SMEs depend on IT service providers to protect their data. oncoreIT, with Asigra's technology, is able to provide remote and secure backup of all business-critical data at cost-effective rates, guaranteeing SMEs a reliable and stress-free IT service. Because of Asigra Televaulting's pay-as-you-go and agentless structure, its remote backup technology is designed to protect data across multiple corporate locations – regardless of size, location, or business.

"LINLEY has already benefited from outsourcing to oncoreIT as earlier this year LINLEY's Exchange server failed, requiring us to carry out a complete bare metal restore (BMR) from scratch," Roland Mann, Managing Director of oncoreIT said.

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Operations Manager
LINLEY

“The failure of the Exchange server would have detrimentally affected our business for a week without the bare metal restore. This would have had a damaging effect on our ability to communicate with our clients, email is critical,” said Fahey at LINLEY.

Mann of oncoreIT continues, “It was essential that LINLEY’s email was restored fully and quickly. Because all their data was backed up using Asigra Televaulting, with Bare Metal Restore capabilities, all of LINLEY’s business-critical data was safe and restored within hours. In taking over the management of LINLEY’s servers, oncoreIT has freed up LINLEY’s Operations Manager to focus on enhancing LINLEY’s system and to concentrate on solving business issues instead of getting bogged down with IT technicalities.”

At the Belgravia site, a single Asigra Televaulting DS-Client software identifies all servers connected to the local network, and automates the backup of all local data assets. Before the backup data set is transmitted to oncoreIT’s data centre, Asigra Televaulting software analyses the data, finds new and changed file blocks, eliminates duplicate files across all locations 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 vault location with the DS-System server, located in oncoreIT’s data centre, which consolidates the backup data from all distributed sites. Data is encrypted “in-flight” and “at-rest.” The DS-System server is protected like other servers within the data centre as determined by 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, oncoreIT has configured the DS-System server to replicate the vault to a second secure back up site.

LINLEY

David Linley set up LINLEY in 1985 as a designer and manufacturer of furniture of the highest quality. The company is prominent as a retail and bespoke business specialising in furniture, upholstery, lighting and accessories. The company employs over 40 staff working from two stores, one in Belgravia and the second in Mayfair. LINLEY’s exacting standards means that the company enjoys both national and international renown, with 20% of its customer base from overseas and commissions ranging from bespoke private customers and esteemed designers, to corporate and municipal projects

oncoreIT:

oncoreIT provides a 24/7 managed IT service for small and medium sized businesses, incorporating hardware, software and services for a complete outsourced IT solution. OncoreIT partners with best of breed vendors to provide an IT capability 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.

Asigra:

Founded in 1986, Asigra is the award-winning specialist in distributed data backup and recovery solutions for network computing. With Asigra's Televaulting software, enterprises can reliably protect mission-critical information across all their geographically dispersed "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.