



# Tectrade

Your information partner

## Case study: Findel Education

# Findel Education dramatically improves backup reliability with Tectrade's BackupManage service

## Challenge

With backup success rates for its Tivoli Storage Manager (TSM) environment falling, Findel Education wanted to improve protection for business-critical information in the event of a disaster.

## Solution

Tectrade proposed a one-month no-obligation trial of its BackupManage Service offering. The first task was to identify and resolve the issues causing backup failures; Tectrade did so, and improved the success rate dramatically within the first week of the contract.

## Benefits

With the BackupManage service for TSM, Tectrade assumes responsibility for the backups at Findel Education. Using our deep pool of expertise, we provide round-the-clock monitoring and pro-active and re-active management of their environment, at a far lower cost than maintaining the equivalent resources in-house; backup success rates have been raised to greater than 99 percent, and there has been a significant improvement in internal confidence in backup and recovery procedures.

Findel Education is a division of Findel Plc, a London Stock Exchange-quoted group with an annual turnover in excess of £600m and more than 3,000 employees. Contributing around 30 percent of its parent company's total turnover, Findel Education is the UK's largest supplier of educational resource materials directly to schools, nurseries and other learning environments.

To protect business-critical data against loss, Findel Education had worked with a third-party to implement a backup and recovery solution based on IBM Tivoli Storage Manager. The solution covered around 100 servers running Windows and Unix, supporting SAP ERP, IBM WebSphere, Microsoft Exchange and file/print services.

"Tivoli Storage Manager is a complex product, and it requires continual tuning as data volumes grow," says John Duxbury, IT Technical Operations Manager at Findel Education. "Our existing external support partner was failing to execute that tuning effectively, resulting in an unsatisfactory success rate for backups."

## Confidence in success

Findel Education wanted to improve its ability to assure business continuity using the existing backup solution, and went to tender for alternative solutions. At a late stage in the tendering process, a speculative sales call from Tectrade resulted in an onsite meeting and a no-obligation proposal.

Says John Duxbury, "The call from Tectrade came in at just the right time. When we met the team, it was immediately clear that they knew what they were doing: there was an aura of confidence as they dealt with the questions in the tender. Essentially, the Tectrade consultants said that they could get the Tivoli solution working properly within a month – and used a live customer reference site to prove their capabilities. The approach was enormously impressive, and we had no hesitation in taking up the one-month offer."

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### Proactive value

As part of the BackupManage service, Tectrade spent several days onsite fixing a number of issues caused by the previous supplier, including incorrect hardware configuration and inconsistent Tivoli agent versions. Most support is now delivered remotely: Tectrade monitors the Tivoli environment at Findel Education, and proactively resolves emerging issues. The managed service offering provides year-round cover for Findel Education's Tivoli environment – which would be enormously expensive to achieve with in-house resources.

“We have a great deal of trust in Tectrade's technical abilities, and the level of proactivity in the managed service offering is impressive,” says John Duxbury. “With Tectrade, we have a very clear understanding of where the support hours are being spent, and the service is actually 15 to 20 percent less costly.”

Tectrade has since been actively involved in a full disaster recovery test at Findel Education, contributing its experience of bare-metal restores to ensure a successful outcome. “The Tectrade consultant supplied excellent documentation and advice, and as a result we can now handle the recovery of business-critical systems and data ourselves,” says John Duxbury. “The combination of high quality of service and significantly lower costs than the equivalent in-house resources makes the Tectrade managed service offering a winning proposition. We have full confidence in Tectrade's ability to keep our Tivoli Storage Manager environment in optimal condition.”

