



Tectrade

Your information partner

Case study: Surrey County Council

Surrey County Council simplifies and enhances IBM Tivoli based backup with Tectrade

Challenge

Simplify and enhance the backup of critical and confidential data while reducing the total costs; ensure continuity of operations for essential services and applications; cut the administrative workload for a hard-pressed IT support team; keep long-term support costs low and tap into best-of-breed expertise; enable recovery in case of failure or disaster.

Solution

Surrey County Council engaged Tectrade to provide a BackupRMA (Report, Monitor and Alert) service based on existing IBM Tivoli software, changing from a complex per server licence basis to a simple-to-use capacity licence.

Benefits

The BackupRMA service from Tectrade ensures backup success rates are climbing, offering greater resilience and continuity for critical and confidential information. Capacity licensing arranged through Tectrade has reduced total costs. Administrative workload has declined by approximately 0.5 FTE. Tectrade provides a pool of expertise to explore other ways to reduce backup costs and increase backup efficiency.

Surrey County Council chose Tectrade to refresh, reorganise and simplify its IBM Tivoli backup management processes. Tectrade recommended changing from a per-server to a capacity licence model, supported by a BackupRMA service, delivering a simplified IT landscape, greater backup success and lower operational costs.

Surrey County Council provides approximately 1.1 million people with a range of statutory and amenity services, ranging from social care, libraries, fire and rescue services to emergency planning. In 2009/10, the Council's total budget was some £1.6 billion, of which less than 2% is allocated to IT services. Many of the Council's services depend entirely on the supporting IT, such as maintaining personal records, of which almost all information could be considered highly confidential, and it must be possible to recover data should the Council suffer a disaster or IT systems outage.

Ross Walker, Data Centre and Storage Lead at Surrey County Council explains: "For example, it must be possible for the emergency services to gain access to geographic information systems, road mapping and areas of criticality. The Buncefield explosion in Hertfordshire gives a good idea of the kind of incident we consider, and ensuring we have reliable, robust backup and recovery procedures in place is an essential component in our scenario planning should such an incident cause the loss of Surrey County Council data."

Managing a mixed environment

The Council operates a very mixed IT environment, including mainframe, Intel-based and other platforms, using a variety of operating systems, including virtualised Windows and Linux systems running on VMware and Citrix XenServer. The Council was running IBM Tivoli Storage Manager to automate and control backups, licensed on a per-server basis.

Head Office and Customer Centre

Godalming, Surrey
Tel. +44 (0)1483 861448
Email. info@tectrade.co.uk

Northern Sales Office

Harrogate, Yorkshire
Tel. + 44 (0)1423 340942
Email. info@tectrade.co.uk

Scottish Sales Office

Edinburgh, Scotland
Tel: +44 (0)131 718 6077
Email. info@tectrade.co.uk

Netherlands Office

Culemborg
Tel. +31 (0)345 547040
Email. sales@tectrade.nl
www.tectrade.nl

www.tectrade.co.uk

“We experienced two fundamental difficulties: we were not exploiting Tivoli as effectively as we could, and as the IT landscape grew with additional servers, the costs were rising,” says Ross Walker. “With newer servers containing multiple processors, a single machine might require 16 licenses. This was an unsustainable model for the Council. In addition, not only was the per-server licence model expensive, it was extremely difficult to ensure that the licensing was correct, especially in the virtual world.”

Tectrade offers a free systems review

Surrey had been working with Tectrade for more than seven years on a variety of infrastructure projects. During a service review, Tectrade offered to review the entire backup landscape at Surrey County Council, free of charge, looking for ways both to maximise backup effectiveness and to reduce operational costs.

“The Tectrade team was convinced that it could demonstrate ways to stabilise or reduce costs for a monitored backup with a capacity licence model and to use the software more effectively. The process took two days, and all the legwork and analysis was completed by Tectrade free of charge,” says Ross Walker. “The first conclusion was that a Tivoli capacity licence would be much more suitable for the Council, immediately reducing software licence fees.”

“The change to capacity licensing allows us to connect any number of client machines, provided the backup is below the agreed total volume. We no longer need to maintain a record of physical and virtual machines and their Tivoli licensing type. Removing that administration task alone saves us the equivalent of perhaps half a full-time employee’s time,” says Ross Walker.

Selecting Tectrade as a key partner

Reviewing the tender responses, Surrey County Council chose Tectrade to provide a BackupRMA service, including the switch to capacity licensing. The BackupRMA service tracks the quantity of data, backup success rates, and reasons for failure. If the total data volume nears the agreed capacity licence, the Council can choose either to increase the capacity or to reduce the selected backup set.

“Tectrade offers outstanding service and commitment to the Council,” says Ross Walker. “It is clear that it is more important to Tectrade to resolve issues than to worry about the short-term revenue questions, or be concerned whether or not they will win a tender. Tectrade is a service driven organisation, and they tend to spot and resolve issues before we do, which helps enormously.”

