

# CASE STUDY

## EDUCATION SECTOR

# PLYMOUTH COLLEGE OF ART



Plymouth College of Art is one of four independent colleges of art and design in the UK, welcoming around 2,500 students every year in both part-time and full-time courses. It employs around 250 members of staff.

## CHALLENGES

For many years, the college had relied on the traditional tape-based method of data storage and backup. However, it presented a number of problems, particularly as tapes were stored onsite:

- Business continuity worries surrounding the potential impact of a disaster such as fire or flood
- Tape was vulnerable to damage and storage was problematic leading to lack of confidence in the reliability of backups
- Various backup devices, each with individual time-consuming processes and issues
- Storing high volumes of data made it difficult to locate lost files
- Increasing requirements for extra servers to be added to the system caused extra practical and financial headaches for the IT team.

## HOW REDCENTRIC HELPED

Perry Middleton, Head of IT Services at Plymouth College of Art, had been interested in using an online backup service for some time, but felt the cost was prohibitive. Redcentric offered him automated and customised data backup and instant online restoration within his budget.

- The service eliminates the severe limitations of traditional tape-based data backup
- It provides confidence in disaster recovery strategies
- Redcentric's data is highly secure, complying with Government audit and regulatory requirements
- Redcentric holds backup copies of all the data it stores within its highly secure data centre in case of an onsite outage. Clients' data is always safe and accessible.

## REALISING THE BENEFITS

Our disaster recovery procedure is second to none now. We used to store backup tapes in a fire-proof safe onsite, but there was the possibility that in a disaster, even if the tapes survived, we might not be able to reach them!

Now I have a dedicated location offsite and, should the worst happen, we can decamp there and set up shop within a few hours. All our critical data will be safe and easily accessible. It gives us confidence, and the staff and academics who rely on us, confidence too.

Perry Middleton,  
Head of IT Services,  
Plymouth College of Art



## BUSINESS BENEFITS

- Business confidence due to the resilience of online backup
- Prompt disaster recovery in the event of a major incident such as a fire or flood
- The Managed Backup Service practically runs itself, freeing up time for the IT team to devote to every day core activity
- As data volumes grow, the quantities of data being backed up can easily be increased to meet demand.

## OPERATIONAL BENEFITS

- No more time-consuming daily tape back-ups
- Everything controlled and monitored from one central console
- When data problems are reported, they are easier to trace and can be solved quicker and easier
- Data retrieval is quick, as opposed to the time-consuming process of recovering data from tape
- Continuous support from Redcentric's 24-hour operations team.

## FINANCIAL BENEFITS

- No need for expensive and skilled IT staff to perform lengthy daily tape backups
- Speedy return on investment due to increase in productivity through saved man hours
- Extra servers can be added quickly and simply, at little extra cost
- Budget planning is easier with transparent and predictable costs.



## TECHNICAL INFO

- Data Management
  - Online data backup
  - Network connection via Janet

I couldn't begin to put a monetary value on the amount of man hours that we have saved with Redcentric's Online Managed Backup Service.

Perry Middleton,  
Head of IT Services,  
Plymouth College of Art