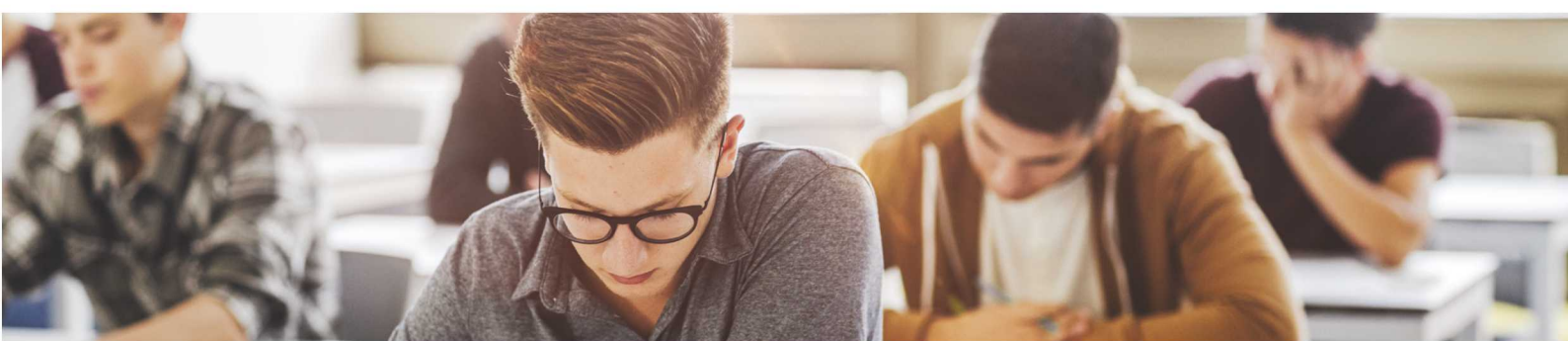


# Ascentis safeguards business continuity and reputation with Arcserve UDP



## CLIENT PROFILE

**Industry:** Education  
**Organisation:** Ascentis  
**Solution:** Arcserve UDP



Ascentis is a UK non-profit organisation helping students to access qualifications to further their education or career. It provides qualifications for use by schools and colleges as well as by organisations supporting adult learners returning to education, and has developed software to help students with learning difficulties.

### PROBLEM

To ensure business continuity and protect its reputation for service excellence, the organisation needs a robust disaster recovery plan. It must also comply with regulations set by two bodies – QAA for Higher Education and Ofqual.

### SOLUTION

Ascentis worked with IT partner FCS to deploy a flexible and resilient backup and disaster recovery solution based on Arcserve UDP. The solution backs up and replicates off-site 1.6 terabytes of data, enabling files, servers and operations to be restored in minutes in the event of an incident.

### RESULTS

With Arcserve UDP, Ascentis has made costs savings on storage thanks to deduplication and has also freed up resources within the IT department. Replication adds an additional layer of protection to ensure compliance and protect the company's reputation as a leading provider of qualifications.



### THE PROBLEM

#### **Safeguarding business continuity**

The administration of qualifications is underpinned by IT, from registering students on courses through to awarding certificates. Any process failures due to an outage would impact Ascentis' reputation and inconvenience learners, as well as put the organisation at risk of noncompliance with its regulatory bodies, QAA for Higher Education, and Ofqual.

"As a growing organisation, our reputation is very important to us," explains Paul Carroll, Head of IT. "We're dedicated to giving schools and colleges the best possible customer experience, to ensure that they in turn can help students to achieve their goals and ambitions."

Safeguarding business continuity requires not only robust data backup but also rapid disaster recovery (DR). Working with FCS, its IT partner of many years, Ascentis recognised that it needed a new solution to be able to restore operations more quickly in the event of an incident.

### THE SOLUTION

#### **Reliable, low-maintenance data backup**

FCS set up a pilot to demonstrate how Arcserve UDP could help the organisation make backup and recovery faster and more efficient. As Carroll recalls, "We ran Arcserve alongside our existing solution to compare functionality and performance, and benefits quickly became apparent. Arcserve has much faster recovery times and gives us the flexibility to run disaster recovery simulations when we need to."

The solution now backs up all servers, including VMware and SQL servers, and data is replicated overnight via VPN to FCS' datacenter, where it's deduplicated to reduce storage volumes. Servers can be quickly restored in the event of a failure and files recovered in minutes, minimising disruption for users and customers.

"With Arcserve, we can set it and forget it," comments Carroll. "FCS provided training and assisted us with configuring our backup and disaster recovery processes in way that gives us flexibility and peace of mind. The solution gives us a report every day so we can see if anything needs our attention or has failed – which very rarely happens."

The set-up provided by FCS means that Ascentis can recover files or operations using its own on-site backups and resources, or can draw on those at FCS. "If needed, we can fire up our servers at FCS' datacenter via a simple web interface, or ask them to assist depending on our needs and availability," explains Carroll. "FCS together with Arcserve UDP gives us a flexible and resilient solution which requires minimal expertise and resources to operate, and that's invaluable to a small IT team."

With data supporting every Ascentis business stream backed up and replicated, the company can ensure business continuity even in the event of an outage. FCS also provides a full DR test annually to ensure Ascentis' needs can be fully met. "Knowing we've got that level of protection means I have one less thing to worry about in the IT department," says Carroll.



The solution combined with VMware Instant Clone has also enabled Ascentis to further minimise disruption by ensuring that its test environment is identical to its production environment. “We can introduce changes to our live systems more quickly and reliably,” comments Carroll. “The team can task changes quickly before bringing them into the live environment in minutes: it’s cut down the speed of disaster recovery from eight or nine hours to just a few minutes.”



With Arcserve and FCS, we can be sure of maintaining our quality of service, which is vital to our reputation and future growth

– **Paul Carroll**, Head of IT



## THE RESULTS

### Safeguarding service quality

As well as ensuring continuity of service, Arcserve UDP is enabling Ascentis to free up resources, both in the IT department and through costs savings.

“We spend around five minutes a week checking Arcserve reports – that’s a huge time saving compared to traditional tape-based disaster recovery,” explains Carroll.

Arcserve’s superior deduplication capability has also enabled the company to reduce its cloud-hosted storage footprint from 2.8 terabytes to 1.6 terabytes, making a cost saving of around a third of its previous spend.

With Arcserve UDP, Ascentis can also:

- Comply with regulatory requirements
- Safeguard its reputation
- Focus on innovation and supporting its users.

Carroll concludes: “Our backup and disaster recovery processes are smoother and more reliable while saving time and costs. With Arcserve and FCS, we can be sure of maintaining our quality of service, which is vital to our reputation and future growth.”

For more information on Arcserve, please visit [arcserve.com](http://arcserve.com)