ABOUT THE TECHNOLOGY FORGE

The Technology Forge is the leading property and asset management software supplier to the Public Sector within the UK, managing over £42 billion of public sector assets for Local Authorities, Central Government, Housing Associations, the NHS, Police & Fire Authorities, Schools and also a variety of Private Sector organisations.

Their client base stretches from the south coast of England all the way up to the Shetland Islands with clients across England, Scotland, Wales and Northern Ireland, covering both Education and Corporate departments.

thetechnologyforge

software + expertise

THE CHALLENGE

The Challenge
The Technology Forge's product, tf cloud is hosted by a leading worldwide provider. Despite the high uptime performance of the provider, The Technology Forge needed a Disaster Recovery solution where a copy of the data and infrastructure would be stored away from the hosting provider's estate.

The Technology Forge had three major requirements from their chosen solution: Secure cloud-to-cloud backups, the ability to restore data to an alternative location, and the provider itself must be secure as it is hosting public sector data.

tf cloud, like all of The Technology Forge's products, processes important and sensitive public sector data and so ensuring the integrity and security of this data is absolutely essential. Because tf cloud is hosted by a third party, a solution capable of performing a "cloud-to-cloud" backup, where by data moves efficiently and securely from the hosting provider directly to the Disaster Recovery provider over the WAN.

The ability to restore to alternate locations is required to protect The Technology Forge from any scenario where their hosting provider suffers a period of downtime. Downtime to their hosted environment would render the tf cloud service unusable by customers, causing major complaints as well as possible contract infringements and financial loss, as well as damage to The Technology Forge's reputation.

WHY FANTASTIC CLOUD SERVICES?

Fantastic Cloud Services (FCS) are able to offer a solution that met the two major requirements of this project. By using Asigra, the world's leading enterprise backup and recovery software, FCS are able to successfully perform cloud-to-cloud backups of the tf cloud data and infrastructure. Security is ensured by Asigra's automatic encryption of data (using AES 256-bit encryption) which happens at source during the backup process. All data sent to FCS is encrypted before transmission and it remains encrypted during flight and at rest. This means that data is never available in its raw format once leaving The Technology Forge's environment. Asigra is also FIPS 140-2 certified, a US government computer security standard. Given that the information on tf cloud is sensitive public sector data, ensuring its security and integrity is a duty of care which must be guaranteed.

From a Disaster Recovery point of view, The Technology Forge have been able to test their recovery procedure for their tf cloud service, using FCS' expertise to plan and perform the test. This is an important measure both for The Technology Forge and their customers, as it provides proof that the service is redundant to failures, and gives precise information on recovery times and methods.

Given the potentially sensitive nature of data hosted on the tf cloud system, The Technology Forge had to be sure that their chosen provider could meet the expectations of their customers. FCS, who are ISO 27001 certified and already provide services for the public sector, are able to meet the required level of service and security demanded.

THE BENEFITS

A common requirement for The Technology Forge is to prove the redundancy of their tf cloud service, given it's cloud based nature. Having a tested Disaster Recovery facility from a reputable provider helps The Technology Forge to win new business as well as build on their service for existing customers.

Using FCS' managed service to provide this facility has cost benefits as The Technology Forge have not had to source new staff to provision and administer the service. They have also avoided the necessity of training courses which are often required if the service is provided in-house.

The other benefit of not having to source additional staff or provide training is that The Technology Forge's existing work force does not have its skill set diluted by having to manage an extra internal service, nor do their workloads increase. This means that all staff can focus on their primary roles of ensuring the tf cloud platform works smoothly now and in the future.

By using FCS' Disaster Recovery solution, The Technology Forge are able to access a service without the initial capital outlay that would otherwise be required to host a backup solution internally. An internal solution would have required hardware investment, as well as purchase of a software solution, and the associated licensing and training costs. As well as making a cost saving, the Disaster Recovery solution allows The Technology Forge to adjust to any changes in their requirements, which isn't always possible if capital investments have been tied up in another technology or solution. This means The Technology Forge can make the necessary changes to their Disaster Recovery solution as is required without the potential of wasting investment.

What's more, the solution is scalable, so as the demands on the tf cloud environment grow or shrink, FCS' service can adjust accordingly.