

> Barret delivers better customer services at a lower cost with Arcserve Data Management solutions



CLIENT PROFILE

Industry: IT services
Revenue: €350 000



BUSINESS

Barret provides datacenter hosting, cloud computing, application management and networking services to organisations in central Sweden. The service provider is continuously developing its processes and technologies to meet changing customer needs.

CHALLENGE

Ensuring customer's data is highly available is key to the company's services. To safeguard its reputation and avoid financial penalties, Barret needs to provide a rapid response to data recovery requests.

SOLUTION

Arcserve Backup and Arcserve D2D protect 50 terabytes of data for Barret and 15 customers. The solutions automate backup processes and simplify administration across a highly virtualised environment.

BENEFIT

Barret can restore systems and data in less than an hour in the event of an incident. The company has also been able to increase efficiency, reduce operating costs and improve customer services.



BUSINESS

Delivering IT services that meet evolving customer needs

Founded in 1997, Barret AB (Barret) provides IT services to businesses across central Sweden. Although the company started as a telecoms specialist, its core service offerings have evolved as customers' IT demands have changed. It now focuses on datacenter hosting, cloud computing, application management and networking services.

Barret's customer base is largely local, including small-to-medium sized organisations from across all sectors. However, as the company grows, it plans to extend its services to larger enterprises.

Innovation is core to the company's principles, and it is continuously developing its processes and technologies to meet changing customer needs.

CHALLENGE

Helping customers safeguard critical systems and data

Helping customers ensure their systems and data are highly available is an integral part of Barret's IT outsourcing and hosting services.

Kjell Flemström, Operations Manager at Barret, explains, "Disaster recovery (DR) capabilities are a key part of our service offering. In the event of an IT incident, we must be able to restore systems and data quickly for our customers otherwise we risk losing business and incurring penalty fines."

To provide DR services at an affordable cost to customers, and maximise revenues for the business, Barret must have the right tools. These tools must not only be extremely reliable, but also streamline management and minimise storage requirements.



We spent several hours each day administering backups.





"Although our existing DR solution was adequate, we spent several hours each day administering backups and ensuring that they ran correctly," says Flemström. "This resulted in an expensive administration overhead. The solution was also costly to run due to the licensing model."

SOLUTION

Automated backups in a virtualised environment

Barret investigated and tested several alternative DR tools before deciding to implement an integrated solution from Arcserve. "The Arcserve Data Management solutions not only offered the features and functionality we required, but they were also easy to implement and use. They also represented good value for money," comments Flemström.

Arcserve Backup and Arcserve D2D were implemented in spring 2013 by the internal IT team at Barret, with telephone support and consultancy from Arcserve.

The solutions now protect around 50 terabytes of data for Barret and 15 customers, including file server documents, SQL databases and email systems.

"We operate on an almost entirely virtualised IT infrastructure both for production and backup servers," explains Flemström. "The Arcserve solutions works seamlessly across the virtual machines."

Combining the Arcserve Data Management solutions with Microsoft Windows Server 2012's inbuilt deduplication capabilities minimises the storage requirements for backup data, which in turn decreases costs for Barret and its customers.

"The Arcserve Data Management solutions automate nightly incremental backups to protect all our own and customer systems. In the morning, IT staff just check the solutions' reports to verify that the backups have run correctly," adds Flemström.



We can now offer better quality DR services at a lower cost to our customers.





Based on the success it has already achieved, Barret is now planning to implement Arcserve Replication. By creating a DR environment featuring continuous replication, it will be able to help customers comply with data protection regulations that apply to companies listed on Sweden's stock exchange.

BENEFIT

Better services and greater profitability

Thanks to the Arcserve Data Management solutions, Barret has complete confidence in its disaster recovery capabilities. "We had a recent incident when a customer's server crashed. Using the Arcserve solutions we were able to get systems back up and running again in less than an hour," affirms Flemström.

Using the solutions has also enabled Barret to:

- Free up two to three hours of staff time every day as administering backups is less time-consuming
- Reduce operating costs and increase margins
- Provide more reliable and affordable services to customers.

"We can now offer better quality DR services at a lower cost to our customers, which is good for them, and great for our competitive advantage," concludes Flemström.

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