

Veeam Cloud Connect Backups, Replication and Disaster Recovery Services



Customer:

Davidsons Development is a UK family-owned and managed house builder with over three generations of experience, knowledge, and success. For over fifty years, Davidsons has been committed to creating exceptional homes across the Midlands. The business has expanded considerably in the last decade, with over 5,000 homes built and an annual turnover exceeding £244 million.

Industry:

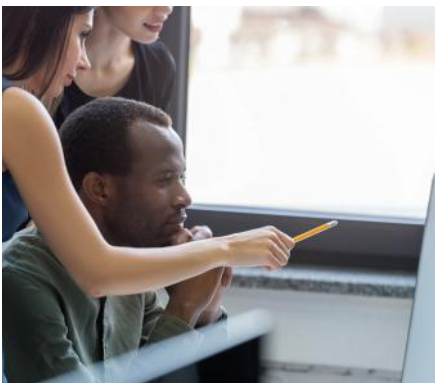
Property.

Operations:

10TB of Azure cloud file storage.
350 x Microsoft Office365 users.
Hybrid cloud environment

Covenco Solutions:

- › Veeam Cloud Connect Backups
- › Veeam Hybrid Cloud Backup
- › Replication and Disaster Recovery Services



The Covenco service package includes Veeam Backups on Cloud Connect, a dedicated firewall, plus Tape-Out and the provision of Disaster Recovery hardware.

IT Background

The business runs a well-orchestrated IT department that services over 350 staff. They mainly use a Hybrid network of on-premises and Microsoft Office 365 for their email. Files are made available via SharePoint and Azure in the cloud and have a capacity of around 10 TB.

Jonathon Hough (Head of Group IT and Security) and Nick Costello (Network Services Manager) run the IT department. They have over 35 years of combined experience in IT management. The pair follow best practice working towards ISO 27001 accreditation, as well as its Cyber Essentials and Cyber Assurance accreditations.

When Jonathan and Nick came to review their backup and recovery strategies, they quickly concluded their business could be exposed to a level of risk that they deemed unacceptable. "We had moved away from Covenco as a backup provider in 2020, following some lean years throughout the Covid-19 pandemic. At that time, the business focused on cost savings and operational efficiencies, and the extent of newly emerging and more sophisticated ransomware threats to our business had not been fully realised".

By 2023, Jonathan and Nick knew that the threat landscape had shifted. Not only was the business exposed in terms of backup reliability in the event of a successful ransomware attack, but the fundamental recovery of business data could have taken days, if not weeks. "By 2023, our incumbent backup providers were delivering what could be considered a minimum viable solution", explains Jonathan Hough, "It just wasn't fit for purpose".

The business relies heavily on a Hybrid-Cloud environment, consisting of Office365 data, CAD files, accounting and legal documents, across a 10TB cloud file-sharing solution on Azure. Jonathan and Nick had to find a more reliable and comprehensive solution that could handle the hybrid nature of the estate.

In 2024, Covenco is one of only a handful of Veeam Cloud Connect Platinum Partners with access to the full scope of backup, replication, and recovery solutions for mid-sized businesses like Davidsons'. Not only does Covenco offer Veeam-powered immutable backups, but it also delivers a full suite of Disaster Recovery capabilities unique to UK businesses at this scale.

"We wanted a one-stop-shop for Backup and DR that would provide the business with a near instant recovery from reliable replicas while also delivering immutable, air-gapped backups to meet our 3-2-1-1 principles for data protection and operational resiliency", explains Nick, "And our focus fell back to Covenco immediately".

Since 1999, Covenco has developed a full-service Disaster Recovery business. "Up to the mid-1990s, Covenco's DR offering was focussed on business continuity following physical threats, such as fire, flood and power disruption," explains Vijay Patel, senior customer sales representative at Covenco, "But, by 2001, Covenco was delivering a fully integrated backup and DR solution for small and mid-sized businesses that was almost impossible to find elsewhere, and that is more true today than ever".

The Covenco principle is comprehensive: Give customers a complete 3-2-1-1 backup, replication, and DR solutions package wrapped in a managed service. This solution is backed by the immediate availability of clean hardware that can be shipped to the customer's site for a fully orchestrated recovery.

Discover more about the 3-2-1-1 backup strategy [here](#).

The Covenco Solution in Depth

The service package includes Veeam Backups on Cloud Connect, which delivers all business data in a ready-to-restore format that's fully protected from ransomware via a dedicated customer firewall in the Covenco Data Centre. These backups are protected by Veeam's unique Insider Protection feature, making them immune to permanent deletion.

In addition, Covenco's service includes a fully immutable and air-gapped Tape-Out solution that gives the customer a further line of defence. This automated backup-to-tape feature means that Davidsons will always have a complete archive of all their data in a format viruses or humans cannot alter. While tape is a traditionally slow recovery medium, it does deliver a rock-solid final bastion in the event of total disaster.

"We aim to provide customers with the ability to failover to their Veeam Cloud Connect Replication servers within minutes in the event of any unplanned downtime, this gives them a reliable way to continue their business while the impact of an attack is assessed in a controlled manner."

Gurdip Sohal
Sales Director at Covenco



Hybrid Cloud Backup and Recovery

Thanks to its flexibility, Hybrid Cloud has become the way forward for Davidsons. Like most modern enterprises, Davidsons leverages a small but significant combination of on-premises and cloud-based solutions to serve large CAD files, email and documents in Office 365.

From a data protection, management, and security perspective, Hybrid Cloud environments can appear complex. However, the Veeam-powered solution provided by Covenco delivered wide-ranging native support for all of Davidsons' environments, including Office365, Azure, and SharePoint. Indeed, the solution can easily handle multiple cloud, virtual, physical, SaaS, Kubernetes, and other systems.

The Covenco solution also benefits from the convenience of a single view and management for all environments, eliminating the need for multiple software tools, which can complicate management and increase costs. Covenco monitors and maintains the backups via this toolset, while Jonathan and Nick have access, giving them complete peace of mind.

With the Covenco and Veeam solution, Davidsons now has the freedom to control their data and eliminate platform lock-in. The unique modular flexibility in the solution means their data can quickly move across any infrastructure anytime, adapting to the organisation's evolving needs and requirements without licensing or setup headaches.

Covenco's Veeam-Powered Platform for Hybrid Cloud Backup

The Covenco solution is predicated on Veeam's Data Platform, the #1 Hybrid Cloud Backup solution for hybrid and multi-cloud organisations. With this platform, Covenco can protect, manage and control customer data across any infrastructure.

The solution delivers native backup purpose-built for each of Davidsons' environments, no matter where they reside. The Covenco and Veeam platform combination is the only solution for helping organisations own their data in and across any cloud.



Convincing the board

Like many IT teams, Jonathan and Nick at Davidsons Development had to convince their board of the need for a comprehensive data protection solution. "On the face of it, the costs had jumped from where we were until 2023", says Jonathan, "Yet we were now able to achieve an enterprise-scale protection and disaster recovery solution within an SMB-priced package, thanks to Covenco."

The Davidsons Development board was highly receptive to the budget and the plan. They recognised the risk of business disruption from emerging ransomware and cyber threats.

"Coming back to Covenco was an easy and happy decision, I feel entirely confident that we have a solution within Covenco that will fully protect us if we are struck by a cyber-attack."

Jonathan Hough

Operations Director at Davidsons Development

Loan DR Equipment available from stock

One of the most impressive features of the Disaster Recovery element built into the Davidsons solution is the ability to source and supply clean hardware for a complete recovery from the Covenco warehouse. Covenco has been a broker and supplier of enterprise hardware for over 35 years and now boasts an impressive inventory of over 40,000 items in its Banbury-based distribution hub.

Vendors such as IBM, NetApp, HP, Cisco, Dell EMC and others are represented among the racks of servers, storage arrays and networking equipment. "There is almost nothing we cannot build, from scratch, for a customer," explains Steve Hollingsworth, Sales Director for Infrastructure at Covenco, "While the customer's replicas at our data centre take care of the immediate demands for data and computing power, we can assemble and ship a complete data centre to the customer's site within hours, already pre-loaded with their fully restored data". This approach allows customers like Davidsons to go through a complete forensic





analysis of any breach on their original infrastructure while maintaining a fully compliant and efficient availability program on hardware that's at least equivalent to what was in place before the attack.

"Some customers even opt to purchase our loan equipment," explains Steve, "It can, under certain circumstances, make more sense to swap out some or all of the infrastructure, and we even buy back the old hardware and sanitise any data-bearing assets such as discs and flash drives at our ITAD facility under ISO 9001 and ISO 14001 – making it devoid of all readable data".

Testing Davidsons Plan

Any contract for backup and disaster recovery with Covenco typically includes at least one comprehensive annual test that lasts two days.

Customers can elect to run additional tests of the entire process at any time, or they can test individual elements such as backup integrity on the Veeam and Tape solutions and the failover scenarios on their replicas.

Additionally, Jonathan and Nick at Davidson's have access to their own Veeam portal, which allows them to monitor each backup's status in real-time.

Get in touch

If you are looking for an integrated Backup and Disaster Recovery solution tailored to your business without enterprise-scale costs, contact Covenco today. We can put together a package of solutions to meet your business objectives. Our solutions are suitable for on-premise, cloud, and hybrid environments.

Contact: Vijay Patel, Customer Sales Manager

Call: 01753 732000

Email: enquiries@covenco.com

Visit: covenco.com

Closing comments

"It has been good to configure a complete backup and disaster recovery solution for Davidsons Development," says Vijay Patel, "Working with Jonathan and Nick in the Davidsons IT team has been highly rewarding."

"Nick and I always stay on top of current trends and threats in the IT industry. The rapid pace of change and the increasingly sophisticated nature of ransomware are our number one concern, as they should be for every business. The solutions provided by Covenco and Veeam have alleviated an enormous burden of stress on us and the business – and we feel confident that the solution will continuously flex to meet challenges that we all face in IT".

Jonathan Hough

Operations Director at Davidsons Development



About Covenco

Covenco connects data management services with IT hardware supply and support. With over 35 years of experience in the IT industry, our team offers a reliable source of expertise for data centre administrators.

Covenco supports businesses with world-class data protection, backup, and disaster recovery services.

Our UK data centres have over two Petabytes of customer data under management at any time, and we are fully ISO27001 accredited for data security.

Contact Covenco

Covenco UK Ltd Head Office
Unit 3, MXL Centre, Lombard Way,
Banbury, Oxfordshire. OX16 4TJ
United Kingdom

Telephone: 01753 732000
Email: sales@covenco.com

<https://covenco.com>

covenco
DATA MANAGEMENT & INFRASTRUCTURE 365

