WARD
SECURITY

Databarracks' case study

NATIONAL SECURITY PROVIDER USES BACKUP AND DISASTER RECOVERY AS A SERVICE FOR RELIABLE RESILIENCE

About Ward Security

Ward Security protects business' people, premises, assets and information. It has over 1,000 staff looking after businesses nationwide.

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The Challenge

Rav Singh is Ward Security's IT Workstream Manager. He and his team of two are in charge of the firm's IT. This includes the entire IT facility, including core network, end user hardware and cloud systems.

Ward Security has offices in Liverpool Street, London and Chatham, Kent. Its IT is in Chatham, but the core network extends across both sites.

"Databarracks has looked after Ward's resilience throughout my time at the firm. In 2014, we had a virtualised environment, with two backup solutions. We had incremental backup with Asigra and VM snapshots with Veeam. This worked well, but over time, our business environment reached a natural point where it needed to evolve. We were running Windows Small Business Server 2011, which began causing issues regularly.

"We had a lot of problems syncing up the Exchange database backup set and Server image backup set.

"We then had Asigra doing VM level replication, which we used in place of Veeam until we changed to our current infrastructure."

The Solution

Ward Security now uses Commvault to backup to Microsoft Azure. It also uses Disaster Recovery as a Service, with Zerto replicating into Azure.

"It was easy to build out the initial configuration. We used Datacenter 2016 to build all the VMs we needed. Creating the Commvault agents was easy as we combined our technical resources with Databarracks. We worked well with them to get them built-out and up and running. I was really impressed with the way the technicians operated, it was clear they really knew what they were doing. They understood what we were using, what we wanted to do, and just got on with it.

"The process went as well as we could have hoped. Because we had two sites running at the same time, that gave us the opportunity to build out the new environment without compromising Ward Security's existing services or business growth. We had already migrated to Exchange Online in 2017. There wasn't any downtime and staff continued with business as usual."

The Benefits

"We check our Backup reports everyday through the Commvault portal. It flags anything worrying in real time, so we can immediately address or escalate issues. We also perform regular failover tests on our DR solution with Zerto. Apart from that, we have the confidence to leave it ticking over."

This has given Ward Security two key benefits. One, Rav and his team have far less reliability issues to contend with. Two, it has freed up time for new projects.

"Our new environment has saved us a lot of time and hassle and we're now devoting our time and energy into greater adoption of cloud solutions. The idea is for the next major iteration of our infrastructure to be completely in the cloud. We've already increased our use of Office 365. We're also using Microsoft Teams in place of Skype for Business, which is helping staff adjust.

"This was a natural evolution of our environment. As DR and Business Continuity is very important to the company, obtaining the budget for the solution wasn't a problem.

"Our overall IT resilience and ability to manage our dispersed team is now significantly better. We've improved the reliability of our link to the London office, which has led to several benefits. For instance, it has allowed us to extend our phone system across both sites. Introducing a VPN solution has made it much easier to manage our infrastructure remotely at any time. And it means we can do more remote diagnostics. We've also implemented LAPS, so there are no dedicated local credentials. We have between 20 to 30 workers dispersed across the country at any given time. The permissions are accessible wherever Ward Security's staff are."

"Ward Security's workers in the field work remotely on laptops with Office365 and connecting to us over VPN. With Office 365, the data is stored in OneDrive/Teams/SharePoint Online, which can be accessed anywhere and makes life a lot easier. That works well with Zerto – if we had to invoke DR, they can still can access that data to so our field staff will see very little disruption.

Databarracks

About Databarracks

Databarracks is the UK's specialist business continuity and IT disaster recovery provider.

In 2003, we launched one of the world's first true managed backup services to bring indestructible resilience to mission critical data.

Today, we deliver award winning data and continuity services from some of the most secure data centres in the world, 30 metres below ground in ex-military nuclear bunkers, supported 24/7/365 by our team of handpicked experts.

We make enterprise-class continuity, security and resilience accessible for organisations of all sizes.

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