NetIQ

Customer Success Story
PlateSpin Protect

Databarracks

Databarracks wanted to provide better, faster, more reliable disaster recovery for customers—and at lower cost. This winning combination could provide a huge competitive advantage. Databarracks deployed PlateSpin® Protect from NetIQ® to power its market-leading Disaster Recovery as a Service solution, enabling four-hour recovery times, with recovery points of less than one hour—and with testing at no additional cost.



Overview

Databarracks specialises in providing massively reliable, secure and always-available data centre services for corporate customers. With physical systems located in an ex-military bunker buried some 30m below ground, Databarracks provides exceptional business resilience for mission-critical applications.

Challenge

Many customers cannot afford prolonged system downtime, even in the case of a major disaster. Databarracks works to offer customers short recovery point objectives (RPO) and recovery time objectives (RTO), helping them cut business risk.

Databarracks previously offered a typical RPO of eight to 24 hours and RTO of potentially up to 24 hours depending on the volume of customer data—often unacceptably long for mission-critical business applications. Because of operational complexity and the time required from IT staff, Databarracks had no choice but to charge for disaster recovery tests.

If Databarracks could improve RPO and RTO and enable more frequent testing, all while cutting fees to customers, it could gain significant business advantage.

"In the past, customers looked to recover within a day, whereas now they look for less than half a day or even less than an hour in total outage."

OLIVER MATHER
Technical Director
Databarracks

Solution

Databarracks chose to consolidate and standardise disaster recovery processes for its customers, covering both Linux- and Windows-based solutions. By eliminating multiple standalone products and automating procedures, Databarracks could cut operational costs, reduce the internal staffing and training workload, and dramatically enhance its RPO and RTO offerings to customers.

Oliver Mather, Technical Director of Databarracks, said, "We realised that we were using too many tools in too many ways. Looking at possible solutions, we wanted disaster recovery capabilities that were easy to manage, cost effective and comprehensive in scope. On that basis, Databarracks selected PlateSpin Protect as a strategic platform, providing a single, consolidated and centralised disaster recovery solution."

PlateSpin Protect offers full disaster recovery services to protect both physical and virtual workloads, delivering rapid RTO and RPO and strong performance at an attractive price. As PlateSpin Protect uses virtual machines to automate and

Databarracks

At a Glance

Industry
Computer Services

Location
London, U.K.

Challenge
The organisation needed to improve RPO and RTO and reduce fees to improve its disaster recovery service offerings.

Solution
Use PlateSpin Protect to deliver rapid RTO and RPO at an attractive price.

Results
+ Reduced RTO and RPO to less than an hour
+ Introduced self-service disaster recovery testing with no added fees
+ Increased flexibility by allocating disk space and processor capacity on an as-needed basis

> **"PlateSpin Protect allows us to offer fast, reliable disaster recovery as a service, at a competitive price."**
>
> **OLIVER MATHER**
> Technical Director
> Databarracks

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accelerate recovery processes, there is no need to pre-stage and configure a suitable physical target server for recovery purposes.

By removing error-prone manual steps, PlateSpin Protect enables super-rapid disaster recovery measured in minutes.

Mather said, "In the past, customers looked to recover within a day, whereas now they look for less than half a day or even less than an hour in total outage. PlateSpin Protect integrates with our own virtualized VMware landscapes, has eliminated much of the manual technical effort and greatly reduced in-house systems complexity."

Results

By selecting PlateSpin Protect, Databarracks has transformed its disaster-recovery-as-a-service offering. For typical protected workloads, Databarracks is now able to offer both RPO and RTO of less than an hour. Depending on data volumes and the number of servers, in some cases Databarracks is able to complete full disaster recovery in significantly less than an hour.

Mather said, "With PlateSpin Protect, we can allocate disk space and processor capacity on an as-needed basis. In the event of disaster or the need to fail over, we can burst into additional resources, delivering a flexible, high-performance service to customers while offering very attractive commercial rates because we do not need redundant compute capacity."

Additionally, PlateSpin Protect makes it easy for customers to complete their own regular disaster recovery testing. Whereas previously Databarracks charged a fee for disaster recovery tests, the self-service solution is free of charge, which encourages more frequent testing and gives Databarracks a clear competitive edge. "For our customers, lengthy downtime is simply not an option," said Mather. "PlateSpin Protect allows us to offer fast, reliable disaster recovery at a competitive price, giving our customers greater peace of mind and providing Databarracks with a crucial commercial advantage over other service providers."

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