

ANGLIAN GROUP

Struggling to cope with backup failure? How one major company solved the issue and virtually eliminated backup failure within two months.

KEY FACTS

- Predatar hunts problems down and eliminates them
- Predatar provides accurate, detailed reporting
- Predatar has been designed to eliminate backup failure
- Predatar delivers stability to your data environment



Business critical backups are failing daily. Your support providers can't resolve it and vast amounts of time and money are being lost. Anglian Group were more than happy to discover a secret weapon in the fight against failure – Predatar from Silverstring.

ANGLIAN GROUP – A PROFILE

Anglian Home Improvements is the UK's leading home improvements company. With more than 40 years' experience and an annual turnover of £300million, Anglian ensures they are ahead of the competition with a continuing research and development programme. Anglian Home Improvements offers an extensive range of home improvement products, including windows, doors, conservatories, driveways, garage conversions, kitchens and roof trims.

The organisation opted for Tivoli Storage Manager to manage their data backups across the Anglian Group, from the north of Scotland to the south of England.

THE PROBLEM – DAILY FAILURES

“Tivoli is very good,” begins David Daly, Group Technical Support Manager, “if it's set up correctly. At Anglian Group we're reliant on successful TSM backups but we reached a point where constant failures were seriously affecting our IT infrastructure.”

It had been almost five years since Anglian installed TSM across the group, and the IT team were facing real problems. Backup failures were literally occurring on a daily basis and it seemed the problems were insurmountable. David and his team had been in touch with the original supplier of Tivoli Storage Manager (TSM) who, despite numerous attempts, could not prevent the failures.

“They came on site, they tested remotely, and offered short term solutions” continues David. “It felt like we had tried all options and still nothing was working.”

Any fixes that were made were temporary, whilst a senior Anglian technician was working full time to try to deal with the issues and resolve them. David continued: “Backups are critical for us. Anglian reach from the north of Scotland to the South of England and data security is vital. I think I reached a breaking point – we either fix this or we tear out TSM and start again.”

THE SOLUTION – PROACTIVE MONITORING

David had already heard of an innovative solution from Silverstring through informed sources in the marketplace. And then IBM themselves suggested he contact them as well. After initial discussions Silverstring delivered a proposal for a trial period to attempt to rectify the failures whilst David gave them a target two months to eliminate failures.

The two month trial started with the installation of Silverstring's Predatar monitoring system, which formed the platform for a health check of the Anglian TSM environment. Other suppliers had performed health checks in the past but when Silverstring delivered their findings, David was impressed with the level of detail that the Silverstring report went into.

“The reporting from Predatar was streets ahead of anything else...”

David Daly - Group Technical Support Manager - Anglian Group

“Predatar delivers what it promises and I don’t feel that I need to constantly worry about the backups anymore.”

David Daly - Group Technical Support Manager - Anglian Group



“The report back from Silverstring was streets ahead of anything else. It contained vastly more information, touching on areas of the TSM set up that had previously gone unnoticed.”

The output of the health check was a series of recommendations that could be performed by Anglian or Silverstring, as Anglian desired. A clear roadmap was created which would solve the deep level issues which were causing the failures.

By following the recommendations the situation quickly improved, and by the time the two month deadline had passed the failures were down to zero, as hoped.

“I’m extremely happy with where we are” explains Daly. “Silverstring delivered what they promised and I don’t feel that I need to constantly worry about the backups anymore.”

THE FUTURE WITH PREDATAR

Going forward the stability of the system is ensured, as Predatar works in the background 24/7 actively hunting down any issues that arise to prevent any failures early.

Backup quantity expands as the business grows, and backups will roll out to other areas of the infrastructure.

First step will be the installation of a virtual tape library, which combined with de-dupe software, will remove the need for offsite tapes and meaning substantial cost savings to the group. Predatar will be rolled out to monitor all elements of the data chain to provide one clear window and reporting system across the board.

“We’ll still be using Tivoli, it is a superb product” summarises David. “From here we know what we want to achieve, and with Silverstring and Predatar there for us we know we can do it.”

Six months ago there was real concern about how to grow the data infrastructure to accommodate the needs of Anglian Group. What a difference a Predatar makes.

PREDATAR IS POWERED BY SILVERSTRING

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