

ADMIRAL GROUP

Spent years building up your database and you want it protected? Here’s how one leading company solved the issue of data storage and protection.

KEY FACTS

- Predatar has been designed to protect data in the TSM environment
- Predatar ensures data complies with government regulations
- Predatar is proactive, it solves problems before they become serious



Admiral Group is a leading force in the motor insurance world. Having spent the last 14 years building up a database of more than one million customers, the organisation recognised that data is a number one priority. They needed a way to store and protect it, and to ensure it complied with industry and government regulations. The answer lay in Silverstring’s predictive data management software tool, Predatar™.

ADMIRAL GROUP – A PROFILE

Admiral Group is one of the UK’s leading direct response motor insurance providers. It launched in January 1993 with just one brand, zero customers and 57 members of staff. It now has eight brands, over 1.2 million customers, and 2,300 members of staff. Group turnover for 2006 was £708.2 million.

THE PROBLEM – TIME CONSUMING

Since first installing TSM some three years ago, Admiral’s technical department had been manually monitoring TSM and raising any problems or issues with Silverstring (the company’s TSM support supplier) as and when they arose. “TSM is bullet proof as a backup and storage management product, but like any critical system it requires a level of expertise and effort to maintain it. Manually monitoring it was time consuming and, with hindsight, not as efficient as it could have been,” said Paul Connah, Network Manager at Admiral.

When Silverstring approached Paul with the idea to install Predatar he immediately recognised there were clear benefits to an automated monitoring product that could be more proactive.

THE SOLUTION – AUTOMATE MONITORING

Paul and his team were keen on the simplicity of Predatar and found it easy to set up. “The visibility Predatar provides of TSM related issues is fantastic,” said Paul. “It continuously monitors our TSM system and when it finds a problem it lets us know.”

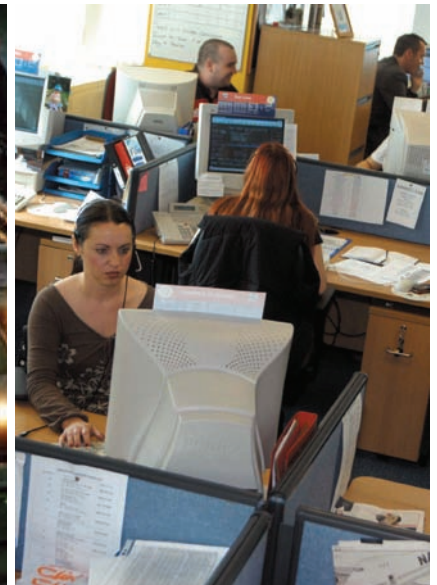
“When we went through the initial install of Predatar, it identified some technical issues sitting in the background. These weren’t really causing major problems but could potentially obscure visibility of more serious issues,” Paul explained. “As a result, we had a clean up and now it’s much quieter. I’m confident it’s operating well, and, if there is something wrong, Predatar will let us know! As a result we can spend less time managing TSM than we did before. The implementation of Predatar has now allowed Admiral IT Services team to delegate first line TSM support tasks to the internal operations team, and refocus their highly skilled technical administrator onto a broader portfolio of responsibilities,” he said.

“We’ve learnt a lot about the configuration of the clients since installing Predatar.”

Paul Connah, Network Manager at Admiral.

“With Predatar installed, we’ve been able to reduce the level of resource needed to operate Tivoli Storage Manager (TSM).”

Paul Connah, Network Manager, Admiral Group plc.



The biggest benefit of Predatar for Admiral though is the direct feed into the Silverstring support channel. The software collects metadata on a scheduled basis from TSM servers and sends it over a secure and encrypted connection to Silverstring’s central Predatar infrastructure. “The way Predatar feeds into Silverstring’s ticketing system means we don’t have to manually handover to them if we need their help.” said Paul. “Silverstring has immediate visibility of any issues, and provides a high level of support and expertise, which we have come to rely on.”

THE FUTURE

With Predatar fully operational, Admiral has started reviewing information from TSM that hasn’t been looked at before, such as system files that were in use and were being skipped. “We’ve learnt a lot about the configuration of the clients since installing Predatar,” said Paul. “As a result, it’s not even attempting to backup files that we just don’t need anymore.”

The advantage of being able to maintain a “clean” TSM configuration is clear from Admiral’s enviable backup success rates (as reported via Predatar).

“We regularly do disaster recovery tests to make sure we can recover servers, because certain systems like Exchange email are notoriously difficult to backup and recover,” Paul said. “I am certain that our backup is much more successful now and that data is recoverable at any time, because of the work we have been doing together with Silverstring,” he added.

Alistair Mackenzie, Sales Director at Silverstring, said: “We are thrilled to hear how Predatar has helped at Admiral. With IT staffing budgets at a stand-still, the facilitation of productivity enhancements within the IT team is especially exciting.”

PREDATAR IS POWERED BY SILVERSTRING

Bloxham Mill · Barford Road · Bloxham · Banbury OX15 4FF
 T: +44 (0)870 300 7118 · F: +44 (0)870 300 7119 · W: silverstring.com

Silverstring™ Limited © 2002 – 2006 Silverstring and the Predatar Logo are trademarks of Silverstring Limited, All Rights reserved.

IBM Tivoli Storage Manager (ITSM) is a trademark of the IBM Corporation

