

DENBIGHSHIRE COUNTY COUNCIL

Dealing with a move from a distributed, multi-site backup can be a real test of technology and organisation. Here’s how one customer managed it without losing a thing... including sleep.

KEY FACTS

- Predatar can be operated by a non TSM expert
- Predatar sharply cuts time on admin tasks
- Predatar can save you money, a lot of money
- Predatar checks the number of licenses you are paying for



Deciding to move backup from a multi-site operation was not a decision taken lightly. The potential for problems can be high. However, implementing TSM and running it with the help of Predatar took away most of the pitfalls whilst adding a high level of functionality.

DENBIGHSHIRE – A PROFILE

Denbighshire County Council covers an area from the North Wales coastal resorts of Rhyl and Prestatyn down through the Vale of Clwyd, south as far as Corwen and the popular tourist town of Llangollen.

It was formed in April 1996 as one of Wales’ new unitary authorities. At the outset a decision was taken not to have one remote county headquarters, but a number of office bases including Prestatyn, Denbigh and Ruthin. Bringing this multi-site operation together was the task that faced the team at Denbighshire CC.

THE PROBLEM – NETWORKING, NOT WORKING

Trying to control backup from a multi-site operation was never an ideal scenario and the system was not really working. The Disaster Recovery in place was not really adequate and the IT team were keen to avoid putting too much pressure on the existing system. As much as anything else, the strain on people hours was immense, and growing. It needed a solution and it needed a solution fast.

“There was always something, we were constantly working through problems when it came to backups. We wanted to get into the position where we had systems in place that could not only sort problems but foresee problems.” begins Mark Brookes, Technical Support Analyst for Denbighshire CC.

THE SOLUTION – BACKUP CONTROL

To begin the journey Denbighshire County Council moved from its distributed multi-site backup two years ago. Another key decision was the implementation of TSM.

Mark explains “TSM provided the solution in terms of greater backup success, reduced backup windows and significant Disaster Recovery benefits. However it also threw up some big challenges, the main ones being the time I had to spend administering the system, how to keep on top of licensing and perhaps most importantly the fact that I was a single point of failure. Having only one TSM administrator at Denbighshire County Council (and being located in North Wales, we were finding it impossible to recruit staff with the necessary TSM skills) was the catalyst for Denbighshire’s management to agree to purchase Predatar from Silverstring.

Having dealt with Silverstring previously and been impressed with their expertise, experience and the technical staff I had no hesitation recommending that we purchase Predatar. We had come to rely on the company so it was not really a big leap of faith to go with Predatar.”

“If I am unable to deal with a TSM issue I can simply pass the call to Silverstring...it will be resolved”

Mark Brookes, Technical Support Analyst for Denbighshire CC.

“Predatar has proved a godsend in that I now do about 30-60 minutes of TSM admin per day, down from 3-4 hours...”

Mark Brookes, Technical Support Analyst for Denbighshire CC.



PREDATAR – UP AND RUNNING

Once up and running the core strengths of Predatar were immediately apparent. Mark stated “It's since proved a godsend in that I now do about 30-60 minutes of TSM admin per day, down from 3-4 hours. Also, whenever I go on leave or am unable to deal with a TSM issue I can simply pass the call to Silverstring support safe in the knowledge it will be resolved.”

THE FUTURE WITH PREDATAR

Because the initial Predatar install was working so well it was decided to use the Licence Tracker too. After the audit Denbighshire was amazed to find they were in fact over licensed. Predatar Licence Tracker has saved money by allowing them to re-use licences they didn't know they had.

Licence Tracker has been designed to reduce the time taken for users of TSM to verify the quantity and type of software licenses required. This ensures you only pay for the licenses you actually use. In the case of Denbighshire CC this proved to be an extremely fruitful exercise.

Other benefits of Licence Tracker include:

- the ability to identify ‘orphan’ or decommissioned TSM nodes. This will reduce maintenance renewal charges.
- avoiding over deploying or over-purchasing TSM software licenses.
- the chance to reclaim TSM database and storage space through a safe and effective TSM client decommissioning process.

PREDATAR IS POWERED BY SILVERSTRING

Bloxham Mill · Barford Road · Bloxham · Banbury OX15 4FF
T: +44 (0)844 815 5805 · F: +44 (0)844 815 5806 · W: silverstring.com

Silverstring™ Limited © 2002 – 2008 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

