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## Case Study

# Bracknell Forest Borough Council Deploys CommVault as part of an Ongoing Program to Introduce and Support Future Technologies



# SIMPANA.



## Customer Profile

Bracknell Forest Borough Council in central Berkshire is a unitary council and generates a large amount of data which needs to be stored in a manageable and searchable form. As a government body, the council must adhere to strict compliance and data protection regulations and regular audits also mean that the council must be able to provide information quickly.

## The Challenge

Whilst the ageing technology it was using could no longer scale to meet business needs, and necessitated significant investments in tape to complete backups, Bracknell also wanted to significantly decrease its backup window which was taking as much as 24-36 hours to complete. Critically it also needed to reduce the number of staff hours involved in managing, monitoring and restoring emails, as well as other documents and other critical data.

## The Solution

In the first phase of this system overhaul the council began to search for a new storage technology that would require fewer tapes, reduce costs and ultimately simplify administration. Bracknell also required a system that supported replication, with two media servers, two tape drives and a 12TB disk unit to provide fail-over support.

Richard Dawson, IT Services Manager, said, ***"The final system chosen would need to have a wide breadth of capabilities and only met all our needs. CommVault offered open backup technology and support for a range of hardware."***

As the second phase progressed, Bracknell migrated its entire backup to CommVault, which then provided solutions for data protection, storage management, active data migration and administrative control.

## The Results

System demands have since seen Bracknell expand to incorporate 21TB of data storage. A major factor in the increase in data was the Council's need to archive all email, both internal & external, using Quest Mail Archive so CommVault's software is now tasked with managing the backup of all this – which equates to around one million messages per month being retained. CommVault also met the challenge of rising data levels as the Council migrated to electronic document management. New systems also went live to support adult and child social care, and the council's legal documentation.

The use of synthetic backups has since enabled Bracknell to reduce its backup window. Incremental backups during the week are combined with a full backup of all data over the weekend, with systems checked every day to ensure backups have completed. Dawson added, ***"Previously there was lots of babysitting involved, now that's automated."***

The easy to use reporting functions and email alerts offered by CommVault are two key benefits and have greatly reduced administration. Dawson noted that, ***"The automated reporting is a vast improvement on the previous paper based checks that we had to refer to. Reporting is now outstanding, second to none."***

Because of the daily backups, Bracknell realised immediate benefits from the system, as administration time was substantially reduced. System confidence is now high as the backup window has continued to shrink. ***"Initially we were saving three man days a week just on backup, now we no longer treat backup in terms of allocation of man days as any member of the server team can manage the process."***

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