

# North Bristol NHS Trust (NBT)

**North Bristol NHS Trust (NBT) provides hospital and community healthcare to the residents of Bristol, South Gloucestershire and North Somerset.**

It is also a regional centre for neurosciences, plastics, burns, orthopaedics and renal, and a centre of excellence for neurosurgery, renal and orthopaedics.

Its Brunel building is known as being one of Europe's most modern hospitals and it is also one of the biggest teaching trusts in the country.

**Technology Implemented:**

**Commvault Metallic backup for Office 365**

## Challenge

The hospital had recently migrated to Office 365, and was in the position of being without a trusted backup platform after migrating from an on-Premise Exchange and Fileshare infrastructure.

With thousands of staff creating and sharing critical and sensitive data on a daily basis, the hospital needed a backup solution that would be solid, reliable and frequent. After their own internal product comparison research, the Trust's IT team contacted the data protection experts at COOLSPIRiT for further information on Commvault Metallic backup for Office 365. Shortly after this time sensitive engagement, the Trust procured the solution as a matter of urgency from COOLSPIRiT.

Because Microsoft operates a shared responsibility system over data protection - meaning customers are also responsible for protecting their own data through third-party backup and security applications - it is vital for organisations to pick a reliable product and supplier to help protect their Office 365 estate.

*"Our main issue was migrating to Office 365 and needing urgently needing a backup solution between migrating from an on-premise Exchange and Fileshare setup. From our research and with COOLSPIRiT's assistance, we decided that Commvault Metallic fitted our needs the best. It is imperative that we don't lose data - we don't know who may have that critical piece of data, so it is vital that we keep it safe. Also, it is important to not just rely on Microsoft technology and ensure that we have taken responsibility for protecting our data."*

**Philip Hughes**, Technical Infrastructure Engineer at NBT

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## Solution

The expert team at COOLSPIRiT regularly assists public sector customers, including the NHS, so this was a textbook customer engagement example. During the pandemic the company offered a free support service to all local NHS organisations to help manage all their Commvault data protection infrastructure, freeing up IT teams to focus on other vital IT projects such as cancer care apps and patient support. Due to the simplicity of a SaaS-based offering, setting up the NBT's new Commvault Metallic backup solution was a painless and quick process for all.

After requesting a hands-on look at the new system, NBT's Hughes said: "From a technical point of view we really liked the demo – we could see straight away that it had the features we required, plus more should we need to utilise them in the future – but just as importantly, we felt the interface worked really well and looked a breeze to use. Set up was really simple – it took just an hour to get it up and running. Now nothing is on-premise and it is all cloud based.

Dominic Collins, Account Executive at COOLSPIRiT said his company had been involved with Commvault Metallic since its launch in 2019.

## Technology Implemented

- Commvault Metallic backup for Office 365

*"With Metallic, Commvault entered the SaaS market with the brand new offering – a solution built from the ground up, not from existing technology, which serves as a brilliant data protection platform for modern cloud-based applications which our customers rely on to run their organisations. Commvault utilised more than 20 years of experience and knowledge to build the product and it has already grown from three basic functionalities, to over nine and counting. It is the perfect solution for NBT's backup needs."*

Dominic Collins, Account Executive at COOLSPIRiT

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## Benefits

Hughes explained that the extra challenges for hospitals brought on by the pandemic have caused sleepless nights, but the Metallic solution has eased those worries.

"Since the pandemic there have been so many more phishing emails, particularly around the vaccine rollout," he explained. "It is important that we are constantly monitoring and threat blocking. We now have peace of mind that if anybody did get access to something they shouldn't and deleted it – we are now able to get it back almost instantly.

"It is certainly a relief to have peace of mind that we are now getting three backups a day for our data. Metallic has increased the regularity of backups, and that really has helped, as before we were only backing up once a day. Our investment has proved itself already - we had an issue where a user lost all their data in the cloud through no fault of their own, but with our new Metallic platform we were able to restore that valuable data very quickly for them."

Hughes added that working with both Commvault and COOLSPIRiT had been a pain-free and positive experience.

"It always helps is having a high-quality product like Metallic that is very simple to use," he said. "In terms of working with COOLSPIRiT – we can't fault them or the people at CommVault. Communication was absolutely on point and the technical support we had from all sides was brilliant. We know we have invested in a technology that is very solid and the product achieves all our primary goals."

COOLSPIRiT's Collins added: "We are super excited about providing a product that is not only beneficial to our customers, but one that is constantly innovating from a vendor that does not stand still. We are so pleased that Trusts like Bristol NHS Trust have put their faith in our abilities to keep them and their data safe."

*"I would not hesitate to recommend both COOLSPIRiT and the Commvault Metallic solution to any other NHS Trusts."*

**Philip Hughes**, Technical Infrastructure Engineer at NBT

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## About Commvault Metallic

Metallic is part of Commvault's Intelligent Data Services Platform that enables organisations to proactively simplify and manage the complexity of enterprise data.

With Metallic SaaS, you get cost-effective and enterprise-grade data protection, without the complexity. That means easy deployments, automatic upgrades, no hardware costs, and a predictable subscription model.

Metallic delivers backup storage options designed around customers' requirements, including:

- **Metallic for Office 365 and Endpoints** (includes unlimited Azure Storage)
- **Metallic VM & Kubernetes Backup**
- **Metallic Database Backup**
- **Metallic File & Object Backup**

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## About COOLSPIRiT

COOLSPIRiT has a proven record of achievement as a Commvault reseller that recognises us as a data management industry leader. Having deployed Commvault since 2008, holding Platinum Partner status since 2013, being awarded EMEA Partner of the Year in 2016 and Service Advantage Plus in 2018 acknowledges our abilities.

With our dedicated team of experts, we wrap Commvault deployments with GUARDiAN (CASP) support from COOLSPIRiT, which offers industry-leading support services. Delivered by a team who hold the highest accreditations for Commvault, you can be assured that your business-critical data is in safe hands.

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