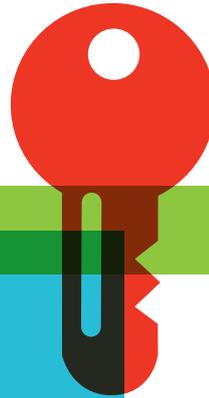


Backup Management

Costs, risks and access problems of disjointed data backup.



How joined up is your data security? If you have a lot of data, you may be juggling a variety of independent backup devices for a myriad of incompatible systems. So therefore no centralised means of ensuring backups are successfully completed in a timely, organised and thorough manner. Disjointed data management also means you have less control than is desirable over:

- Security. Because you have no safe onsite and offsite tape storage.
- Access. Because your systems are hosted externally.
- Costs. Poor management not only costs you lost data, due to backup failure and inability to restore it, but also the time and staff expenses involved in dealing with so many ineffective systems. There are the added costs of missed business opportunities or unhappy customers.
- You'll lose valuable data through misplaced or overwritten tapes. And you can imagine the consequences of stolen data containing confidential information becoming available to unauthorised personnel.
- You'll need more space and people dedicated to data and all the investment that entails. As more systems come to be hosted in remote offices or data centres, off-site staff will be necessary to rotate and store tapes and to monitor backup success.
- Customers will start to go elsewhere; not happy with your service or responsiveness, and not prepared to foot the bill for the high cost of rekeying data from paper copies.

Impact of failure to act

So what happens if you keep things as they are? Over time, and probably more quickly than you'd like:

- Monitoring will get more complicated. As your business uses ever more media types due to differing tape storage technologies, you will also accumulate multiple backup consoles, taking up space, using up time.

Business Requirements

It's so simple; you'll wonder why you're not addressing your backup already, especially when there is specialist help out there to make the job even easier. And when it can save you so much hassle, time and money. In short, you need to:

- Centralise backups to a single environment.
- Ensure data is backed up and secure.
- Establish efficient backup monitoring, plus tape management and retention.
- Make sure there is effective monitoring of backup completion and prompt action in the event of failure.

The Capita Backup Management Solution

Step 1. Call in professional, experienced specialists to help you design and implement secure, centralised data management and backup systems tailored to your business.

Step 2. Leave it to Capita to:

- Work with partnered Data Security application vendors to provide a comprehensive selection of backup platforms that represent the latest, best practice technology.
- Analyse your backup requirements and regime and develop a programme that will maximise your data retention, throughput and security.
- Provide onsite and offsite secure, fireproof, tape storage with secured tape transit in unmarked vehicles.
- Assure real time monitoring of backups with failure/success alerts.

Step 3. Conduct business more safely and efficiently with a complete solution that helps you secure vital data with maximum ease, minimum space and bother.

Benefits of the Capita Backup Management Solution

Because our solution is designed around your business, you can have the confidence that your data backup and security will:

- Be cost effective and efficient, because it is based specifically on the amount of data and data throughput requirements for your organisation.
- Minimise the risk of data loss and enhance recovery times, as it is developed around regimes focused on securing data throughout the backup cycle.
- Ensure data retention, resulting in improved recovery times.
- Bring peace of mind that backups are being completed and that you are immediately aware of any failures, allowing alternative action to be taken. Without delay, faulty media is detected, alerted and removed from the backup cycle.

"Capita Managed IT Solutions provides central storage and backup infrastructure using HP EVA and MSL technology. Systems are monitored utilising Compuware Server Vantage to provide both a reactive and proactive event management service. Backup success / failure or device error and alerts are captured centrally, alerting both Capita and United Dairy Farmers. In our business it is critical to have high system availability with little or no down time. The service provided by Capita in alerting us to issues 24 * 7 quite often allows us to correct problems before they impact the business".

Sean McLaughlin, IT Operations Manager,
United Dairy Farmers.

