

AMDH Services Limited



Case Study

Backup Replacement for Nottinghamshire County Council

Backup Terms

BARE METAL

The ability to restore a backup to a machine without having to install the operating system first. A bare metal restore would run on the hardware and restore the OS, Application and customer data.

APPLICATION AWARE

When backing up applications that are constantly updating – for example a database – it is important to stop transactional data temporarily. This is called “quiescing” the application and requires the backup to understand how the application works.

DEDUPLICATION

When the same data is written twice deduplication removes the duplicate thus saving space in the backup repository.

The Challenge

Nottinghamshire County Council has for many years had a traditional backup solution making use of tape libraries and then introducing virtual tape libraries once these became available. This solution had over time become very expensive to maintain due to the software being from a large multinational. Additionally the Council wanted to use the same platform for its schools backup service and its corporate backup service.

AMDH Services Limited was asked to help the Council choose an appropriate solution that would meet the requirements and allow a cost saving to be made.

How we helped

AMDH Services Limited worked with the Council to define how the current solution worked, what the overall requirements were, what the current costs are, what vendors offered solutions, what the required hardware was in order to support the solution.

We also worked with the Council to build the business case, identify a vendor who could meet the requirements, negotiate an suitable agreement with the proposed new vendor and build the cost model for the new solution.

Building a backup cost model

The cost of a backup solution is made up of the below components.

INFRASTRUCTURE

Any backup solution is going to require servers and storage. The storage used should be reliable, moderately fast and ideally cheap. Servers are likely to be high spec in order to keep the backup window small.

SOFTWARE

Licensing costs for the backup software are probably the largest contributor in a backup cost model.

VENDOR SUPPORT

The cost from the vendor to maintain support of their software and hardware.

SERVICE DELIVERY

How easy the service is to run will affect the cost model. If the software or infrastructure is unreliable this will drive up the support costs.

MIGRATION

How quickly is it possible to migrate to the new solution? This will affect the project costs overall.

With the Council, AMDH Services Limited found that the easiest place to make savings was the vendor support costs.



A modern backup solution

New wave vendors are quick to introduce new features and able to offer aggressive pricing enabling a clear business case

BACKGROUND

Nottinghamshire County Council has for many years been an active user of IBM TSM in its various incarnations for its corporate backup solution. The Council has made use of various tape libraries and virtual tape libraries when they became available.

For its schools ICT service the Council has made use of Redstor Attix as a solution and has used spinning disk as a backup destination.

Over the years these solutions have become more and more expensive to maintain due mainly to the support and maintenance costs of the associated software and hardware. The Council wanted a new solution that would cost in against the estimated costs of continuing with the current solution but offer new capabilities and be fit for purpose for the future.

REQUIREMENTS CAPTURE

AMDH Services Limited helped the Council with requirements capture by considering the requirements of both the corporate and schools services and what was the direction of travel from the market leading suppliers.

We also spoke to the new wave suppliers (Veeam, Commvault) around what differentiated them from the legacy suppliers (IBM, Dell, HP, Symantec).

BUSINESS CASE DEVELOPMENT

AMDH Services Limited worked with the Council ICT Services staff to develop a robust business case around replacing the two legacy backup solutions with a single solution that would meet all the requirements whilst also enabling the Council to save money.

COST MODELLING

We also worked with the Council to identify the overall cost per TB of their current backup solution for their schools and corporate services including the hardware costs, software costs, support costs, and overhead costs.

Doing this allowed us to present costs for the new solution in a similar manner allowing the Council to identify how both

- i) How much the new service should be charged out to schools and corporate services.
- ii) How the overall total cost of ownership differed from renewing the legacy solution.



**We make IT
simpler by
breaking
down
complexity**

About AMDH Services Limited

AMDH Services Limited is a small consultancy specializing in IT Technical Design and Architecture for the public sector and enterprises.

Our Mission is to work with our customers to deliver optimal designs that meet the customer requirements and are within the agreed budget. We will do this by working with the customer to understand the requirements at the onset in order that the requirements can be used to clearly set the agenda when working on the project.

We specialise in network design, cloud services design, strategic direction and leadership and business case development.



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