



## Managed Backup for Middletons

When leading law firm Middletons wanted to improve the efficiency of its backup system and eliminate tape, they looked to a fully managed online data backup solution.

### Challenge

Middletons is a national law firm with offices in Melbourne and Sydney, focused on providing commercially savvy business advice. Like many organisations, Middletons identified that its current tape backup solution could be improved, as the number of tapes required for backup had increased significantly and backup windows had been stretched.

Middletons concluded that it needed an efficient process for backing up data, to reduce backup windows and improve quick restores to meet business demands. Middletons wanted a backup process that was automated and online but found it cost prohibitive to implement this kind of solution in-house due to the amount of new hardware and software required.



### Solution

At the time Middletons was looking to improve its backup system, the firm consulted backup specialists Global Storage to review its backup needs, consult on improving its backup system and manage the associated business risks.

Global Storage presented an alternative to traditional backup, which captured the interest of the firm's Technology Services team immediately. Middletons engaged Global Storage to implement a fully managed backup service called DataReady, which was being used successfully among Australian SME and enterprise customers.

**"With DataReady we have been able to significantly reduce our backup windows"**

**Sam Sofianos, Director, Technology Services, Middletons**

DataReady is an offsite data backup service that automatically transfers data every night to secure offsite storage facilities, eliminating the need for time-consuming tape backup processes.

The Global Storage solution combines advanced data deduplication technology with its own network design to provide a fast, reliable backup solution. Most existing backup software focuses on incremental change which results in approximately 10% change per day of block level data, whereas data deduplication focuses on binary change and looks for commonality at this level. This results in only 1% data change per day.

With the change in data so greatly reduced, Middletons data can now be transferred across much smaller links and a full backup can be completed up to 20 to 30 times faster than traditional backup.

According to Sam Sofianos, Director, Technology Services at Middletons, "with DataReady, we now have the capability to automatically back up data offsite and we have been able to significantly reduce our backup windows." The solution also provides fast recovery of data with restore times being reduced from hours and days to just minutes. DataReady provides online recovery of a minimum of 3 months of data with the option to extend to multi year retention.



## Benefits

Middletons has experienced considerable business benefits from using the DataReady managed backup service over traditional backup solutions. Middletons has been able to eliminate tape and reduce its backup windows significantly.

As Sam explains, “by eliminating the need for tape, DataReady eliminates the difficult and unmanageable aspects of backup. In addition, our backup windows have been significantly reduced which puts less pressure on our infrastructure as less data needs to be transmitted. This gives us the ability to have multiple backups per day and mission critical data can be backed up as frequently as at 15 minute intervals.”

One of the key benefits for Middletons is the knowledge that the firm can rely on experts to be responsible for managing its backup. DataReady takes the pain out of managing backup processes and delivers reliable data protection with guaranteed SLAs. This enables IT resources to be refocused on revenue generating projects.

“Outsourcing our backup has eased the pressure on our team, as less human resources are required to manage backup. Global Storage’s ability to consult on our backup requirements, understand our pain points and implement a solution to get our environment reliably and efficiently backed up was impressive.” says Sam.

The greatest benefit experienced by Middletons in implementing DataReady has been the ease of recovery of lost data. Middletons now has the ability to provide the level of service that is expected by the business in responding to requests to restore lost data. The firm’s traditional tape back up system provided 24 hours of data online. With DataReady, Middletons now has online access to 3 months of data and can restore a document in seconds, even if the document is weeks or months old.

Middletons is seeing real value in the GlobalView user web portal, which is the monitoring and management system for DataReady. “We have full visibility of our backups and the peace of mind that our backups are being monitored and we will be alerted if any part of our backup fails. One of the best things is that we can manage our restores online with GlobalView”, says Sam.

A key advantage for Middletons in outsourcing backup is that no capital expenditure outlay is required, which made it cost effective and easy to implement. DataReady also allows customers to leverage from the technology to deliver a complete disaster recovery solution for their environment, which is 70-80% already funded by the managed backup. This enables customers to implement disaster recovery without having to find a whole new budget for it.

For Middletons, the add-on of the EnvironmentReady fully managed disaster recovery, and understanding how the two products interrelate, was a key part of getting DataReady over the line. According to Sam, “the disaster recovery add-on has made it very attractive for us.” Middletons is currently evaluating the Global Storage fully managed disaster recovery service EnvironmentReady as a second stage.

## About Global Storage

Global Storage is a niche managed backup and disaster recovery provider offering specialist advice and consultation on back up and disaster recovery requirements for SME and Enterprise organisations. Global Storage’s expertise and specialisation in backup and disaster recovery enables them to deliver enterprise class data protection to meet the most stringent business requirements for business continuity.

Global Storage EnvironmentReady™ and DataReady™ fully managed services, use advanced virtualisation & data deduplication technologies to provide effective remote backup, replication and recovery services which assist organisations with their data recovery objectives. Information about Global Storage is available at [www.global-storage.com.au](http://www.global-storage.com.au)

### DataReady™ Benefits:

- ✓ Online, fast, reliable recovery of data
- ✓ Eliminates need for tape
- ✓ Global View User Web Portal for easy to use customer self recovery
- ✓ Reduced backup windows
- ✓ Highly efficient remote backups reducing exposure to human errors