

## Housing association protects more data for less money

Rhondda Housing Association saves £3,600 a year while slashing recovery time by 99 percent with Quest Rapid Recovery

Rhondda Housing Association provides high-quality, sustainable housing, support and regeneration solutions for the communities in Rhondda Cynon Taf, Wales. The non-profit organisation is run by a voluntary management board and has been providing housing in the area since 1980. When the association needed to expand data protection to far more servers, it turned to Quest for easy and cost-effective backup, recovery and data replication.

### EXPANDING DATA PROTECTION TO NEW SERVERS HAS A HIGH PRICE TAG

Rhondda Housing Association's business-critical IT systems include Microsoft Active Directory domain controllers, Microsoft Exchange, file and print servers, a housing management application, and a document management application. For years, these systems resided on seven VM servers and were protected by Kaseya Backup and Disaster Recovery (BUDR).

Then the association adopted a new document management system, which needed four servers rather than one. It also made a strategic decision to extend data protection to its non-critical systems, such as the local intranet, the IT help desk system, the call-recording application, some terminal network servers used by internal thin clients to connect to the internet, and some additional application servers for forthcoming upgrades and new projects.

With these changes, the association suddenly needed to protect 32 VM servers rather than just seven. Therefore a significant increase in BUDR licensing costs was imminent — from £1,200 per month for seven servers to £3,000 per month for 32 servers.

"As a not-for-profit organisation, we have strict budgetary constraints. Not only do we need to avoid increasing costs, we also aim to reduce costs wherever possible," explains Nigel Lee, ICT manager at Rhondda Housing Association.

"We were previously paying £1200 per month to protect just seven servers, and we are now paying £900 per month for Rapid Recovery to protect all 32 servers — so we have gained 357 percent more data protection for £300 (25 percent) less per month."

*Nigel Lee, ICT Manager, Rhondda Housing Association*

### CUSTOMER PROFILE



<b>Company</b>	Rhondda Housing Association
<b>Industry</b>	Government
<b>Country</b>	United Kingdom
<b>Website</b>	rhondda.org

### BUSINESS NEED

To extend data protection to a new business system and to its non-critical systems on a non-profit's budget, Rhondda Housing Association needed a more cost-effective backup and recovery solution that was also easy to use and flexible.

### SOLUTION

With Rapid Recovery, Rhondda Housing Association is protecting 32 servers for less than it used to pay to protect just seven, saving £3,600 a year. Furthermore, backups are faster and take 55 percent less storage, and server recovery time is down 99 percent, from six hours to just three minutes.

### BENEFITS

- Delivered annual cost savings of £3,600 while protecting four times as much data
- Ensured business continuity by slashing server recovery time by 99 percent — from six hours to three minutes
- Enhanced productivity by enabling 80 percent faster ad-hoc file recovery
- Delivered 100 percent ROI

### SOLUTIONS AT A GLANCE

- Backup and Recovery
- Data Protection

“Continuing with our existing BUDR solution would have significantly impacted our licencing costs, so we really needed to find an alternative approach to backing up our IT environment.”

### **BACKUP, REPLICATION AND RECOVERY IN ONE COST-EFFECTIVE SOLUTION**

Rhondda Housing Association decided to look for a more cost-effective alternative for backup and disaster recovery. In addition, it wanted the new solution to be easy to use, both for day-to-day document restores and for disaster recovery. Implementation time was also a consideration. “We wanted a new solution that could be set up swiftly and easily,” notes Lee. “By saving time, we would be saving money.”

Rhondda Housing Association called on its trusted IT supplier, Circle IT, for advice. Circle IT recommended the solution it uses for its own internal backups, Quest Rapid Recovery data backup and recovery software. This first-hand endorsement put Rapid Recovery at the top of Rhondda Housing Association’s list.

Rapid Recovery provides data protection that unifies backup, replication and recovery into one easy-to-use software solution for virtual, physical and cloud environments. Rapid Recovery reduces backup windows and storage requirements, and even tests file system, Exchange and SQL Server application consistency to ensure that the backup data can be restored if needed. Flexible, granular restore capabilities ensure that accidentally deleted files and other data can be quickly recovered, saving IT staff time and limiting impact to employee productivity. For ultimate protection, Rapid Recovery can maintain a near real-time virtual replica that can be activated in case of emergency, ensuring business continuity.

It didn’t take long for Rhondda Housing Association to decide on its new backup and disaster recovery solution. “When we saw its wizard-based approach, we knew

Rapid Recovery would be an incredibly straightforward solution to use,” recalls Lee. “Plus, its costing model made it excellent value for money — we really didn’t need to consider any other solutions.”

### **PROTECTING FOUR TIMES AS MANY SERVERS WHILE SAVING £3,600 ANNUALLY**

Since its implementation at Rhondda Housing Association’s data centre by Circle IT, Rapid Recovery has delivered reliable and straightforward backup, recovery and disaster recovery to protect the association’s business-critical and non-critical systems against data loss. And even though the association is protecting four times as many servers as before, it is paying less with Rapid Recovery.

“We were previously paying £1,200 per month to protect just seven servers, and we are now paying £900 per month for Rapid Recovery to protect all 32 servers — so we have gained 357 percent more data protection for £300 (25 percent) less per month,” says Lee.

### **RECOVERY TIME REDUCED BY 99 PERCENT — FROM SIX HOURS TO JUST THREE MINUTES**

Furthermore, both backup and recovery are far faster with Rapid Recovery. “Backup time has decreased by 55 percent, from eight hours to just over 3½ hours,” notes Lee, “Most impressive, though, is the 99 percent reduction in recovery time with Rapid Recovery — from an estimated six hours to just three minutes. This highlights that our productivity would hardly be impacted if a full recovery was ever required.”

Daily tasks, such as ad hoc file restores, are also much quicker because Rapid Recovery is so easy to use. “If a staff member needed us to recover a lost file, it previously took 25 to 30 minutes to find and restore it,” says Lee. “With Rapid Recovery, it takes less than five minutes — that’s an 80 percent time saving at least.” In addition, IT staff can quickly and easily make changes to

the backup schedule on the fly if required, which improves productivity.

### **SPACE SAVING OF 59 PERCENT AND FULL ROI**

Backups not only take far less time with Rapid Recovery — they also take far less space. “Our 373 GB data set previously shrank by 29 percent to 264GB when backed up. With Rapid Recovery, it now shrinks by 71 percent, to 108GB, which is a 59 percent space saving,” reports Lee.

By providing a flexible, easy-to-use and cost-effective approach to backup and disaster recovery, Rapid Recovery has delivered full ROI to Rhondda Housing Association. Previously, any new server required a new BUDR contract, which was time-consuming and costly to implement. “Setting up a new backup to run on a PC or server is very quick and easy with Rapid Recovery; it only takes a few minutes,” notes Lee. “We really love the product and feel the value it delivers has totally covered its cost.”

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#### **PRODUCTS & SERVICES**

#### **SOFTWARE**

Rapid Recovery.

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