

# Case Study: Derby County Council



## Double-Take® Software Customer Profile

**Company:** Derbyshire County Council - <http://www.derbyshire.gov.uk/>

**Business:** **Derby County Council**

**Aim:** Derbyshire County Council provides services to the communities that live in the county, and represents around 750,000 citizens. The Council is responsible for services such as education, social services, public transport and public safety in the region.

**Needs:** The Council has a large amount of data to manage as part of the services it provides. Without access to this information, the ability of the Council's employees to serve the public would be seriously impacted. The priority was to provide a simple, effective method for backing up this data without affecting everyday activities.

## Derbyshire County Council Protects Critical Citizen Data with Double-Take® Software

### Project Overview

Providing customers with the service they expect means having access to information as it is required. When you are dealing with sensitive citizen data, this need for protection only gets stronger. Staff at the various departments across Derbyshire County Council are responsible for handling inquiries and transactions across a wide variety of fields, from social services and employment support through to education and public safety decision-making.

If the data that these employees require is not available, then the level of service that can be provided to citizens falls short of their expectations. A large amount of the overall transactions that the Council processes are time-sensitive, while the volume of services that are now accessible online meant that the Council could not afford any interruptions to availability of its data. The risk that downtime represented meant that a continuity and back-up strategy for the Council's data had to be put in place.

### Purchase Process and Decision

Jake Moore, Service Delivery Specialist in the Server Management Team at the Council, explained, *"The main criteria for the project was ease of deployment and performance, as well as delivering full data back-up. In the event of an incident affecting our IT, we wanted to be up and running again as fast as possible, minimising the impact that downtime might have on the organisation and the risk of lost data."*

The cost to implement a solution was also an important factor within the Council's choice. *"Looking at our strategy around continuity, we had to balance the cost of any implementation against the risks that we faced as an organisation. From our research, the cost of not implementing data back-up was too much for us to bear in terms of lost productivity, recovery requirements and the workloads that the IT team would have to undertake. Double-Take's approach to data replication complemented the Council's existing business continuity processes and was the most cost-effective way for us to meet our DR aims,"* said Moore.

### Double-Take implementation

Working with Servo, the Council implemented Double-Take to protect data across a range of applications, including Microsoft IIS, SQL Server and various in-house developed software projects. The Double-Take software replicates data to a set of three target servers on the Council's LAN, which host the back-up files locally. In the event of a server failure, the data can be recovered quickly.

For disaster recovery, Double-Take is also used to replicate data from the local target servers to a remote location to provide a full site recovery capability. Moore commented, "Our approach here is based on providing the best possible level of protection against failure, but without impacting on the performance of our production servers. By having local back-ups of our file servers, we can fail over to the high availability copy of the data and be up and running again within ten to fifteen minutes if a problem is encountered. We have both local and remote back-ups in place, which makes it easier to ensure we are protected against the risk of failure."

The Council has widened the scope of its Double-Take implementation over time as the volume and types of data that require protection has grown. *"We have expanded our use of Double-Take across more of our applications as user demand for continuous access to data has also gone up. Our employees expect that they should be able to get on with their roles, and that the IT supporting them should just work,"* said Moore. *"With Double-Take, we can ensure that IT meets these requirements."*

### Conclusion

The Council now has a complete data continuity and disaster recovery platform in place using Double-Take Software. The implementation has already proved its value to the organisation, providing instantaneous access to files and data if an issue is encountered. Moore explained, *"If we have a problem with our central SAN, for example, a huge number of employees will be affected, and consequently the services we offer are affected as well. With the number of people accessing services via our website increasing as well, our IT resources have to be available around the clock. With Double-Take, we can achieve this objective and provide 24 / 7 access to data for our employees."*

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### About Double-Take® Software

Headquartered in Southborough, Massachusetts, Double-Take® Software (Nasdaq: DBTK) is a leading provider of affordable Workload Optimisation products that are simple to use and enable IT managers to easily move, protect, recover and more flexibly run critical IT workloads in physical and virtual environments, regardless of platform or location. With its unparalleled partner programs, technical support, and professional services, Double-Take Software is the solution of choice for more than 19,000 customers worldwide, from SMEs to the Fortune 500. Information about Double-Take Software's products and services can be found at [www.doubletake.com](http://www.doubletake.com).

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