



Royal College of
Paediatrics and Child Health
Leading the way in Children's Health

Super quick, 100% guaranteed, disaster recovery service replaces the College's ineffective backup recovery tapes and helps IT team sleep better at night.

Founded in 1996, The Royal College of Paediatrics and Child Health is one of the newest Medical Royal Colleges - the oldest of which was founded in 1505. Like the other colleges, it has a major role in postgraduate medical education and professional standards. This includes setting syllabuses for postgraduate training in paediatrics, overseeing the training, running examinations, organising courses and conferences, issuing guidance and conducting research.

Searching for peace of mind

With a strong heritage and reputation of excellence, the College relies on smooth running, efficient and available IT systems that support all its critical operations, including; front-line services, membership and research activities. The major issue for the College was that it lacked an effective business continuity plan and provision for IT recovery.

To address any system outages, the College's original disaster recovery (DR) activity consisted of using backup recovery tapes, stored at an offsite location. In the event of a major outage, the restoration of its systems involved a lengthy manual rebuild and recovery process. The potential of a significant delay in restoring operational continuity wasn't acceptable for the reputation of the College.

In late 2009, the College undertook a major incident management plan, covering all aspects of its operations. The College worked in tandem with a business continuity consultant who made them aware of the many potential threats facing its IT systems. This activity prompted the College's IT team to consider a more effective, DR method.

Olly Rice, head of IT at the College explains, "Although our IT systems were well protected, we had no means of recovery from a major incident, such as fire, flood or a London-based terrorist attack. We urgently needed to address this issue and find a new, simple to use and flexible DR system that could deliver near immediate access to working recovery systems – from any location."

Finding a guaranteed DR solution

The College conducted a search for a DR provider and found Plan B at a specialist trade show. Rice, explained his selection criteria, "We felt that the Plan B's expert knowledge, proven track record and reputation removed any doubts about opting for their service. Other factors in choosing them were their almost instant systems recovery guarantee and highly competitive pricing structure."

Plan B provided an extended, free trial period allowing the College's IT team to assess how effectively they could replicate and protect its 10 servers, supporting critical operational systems including mail, print, mail, finance, membership application, CRM and databases.

To set this up, Plan B's intelligent snapshotting appliance was plugged into the College's network, and set up to automatically take snapshot copies of their IT systems. The system snapshots are then securely transferred to a Plan B data centre, where they are processed and reconfigured to run in the Plan B virtual environment as fully functioning systems - with identical functionality to the live servers.

The newly created system images (rescue images) are automatically updated every night and tested by Plan B to ensure that they can always be booted immediately - in the event of a loss of the college's live systems. As a result, Plan B guarantees that the college's rescue systems will be available within a specific number of minutes.

Once set up, the College carried out a full test invocation to evaluate the service and check the functionality of each recovery server. The IT team were amazed when they could access their systems, via a VPN, in only 20 minutes - every server and application worked in exactly the way they expected.

Key benefits

Rice added, "With Plan B, we now possess a simple to use DR system that works in the background and needs almost no management from us. I can sleep at night, knowing that invocation is only a phone call away and Plan B's support staff are reassuringly experienced and very helpful."

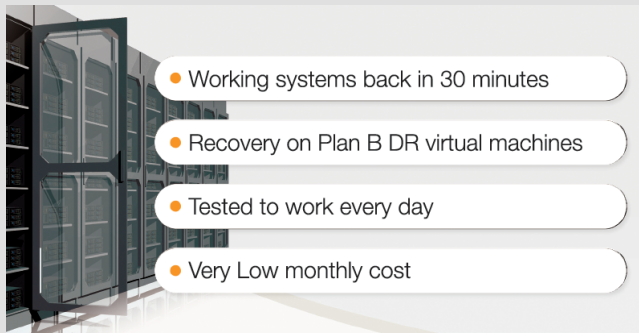
The College's systems are now protected by the DR service that employs a best practice approach to ensuring comprehensive business continuity for its operations. If any incidents occur, recovery can be achieved as quickly and effectively as possible – and it's still business as usual.

Rice concluded,

"The Plan B service really works - it's our safety net. I have also discovered that Plan B's localised snapshotting appliance can be used as an instant backup tool to cover minor incidents, such as file deletions. To top it all, Plan B has a highly competitive price point – I think it's the best value for money DR service on the market."

Why not protect your company with a Plan B?

Plan B offer a fully managed disaster recovery service that is tested every day, and will give you back your working systems within around 30 minutes, running on our remote virtual servers. It's amazingly quick and easy to setup, needs no ongoing support and includes a local file backup feature.



However the advantages don't stop there. Plan B's service is also very cost-effective and charged monthly – we're very highly automated, so we don't have to spend a lot of engineering overhead per system we protect, and because we can split the hardware costs across multiple customers, we don't have to charge a lot for that, either.

If you would like to make sure your business has a Plan B in the event of a disaster, then why not contact us for a free evaluation.

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