

“We wanted to prove beyond a shadow of a doubt that we were adopting best practice.”

Russell Altendorff, Director of London Business School's Information Systems Division

inTechnology



## CASE STUDY

Education Sector

## Accessible data, protected against disaster

London Business School

London Business School is one of the world's top business schools. It welcomes around 1,300 students a year, boasts a faculty of 150, and has more than 27,000 alumni from more than 130 countries.

### The Challenge:

The school's teaching, research and business consultancy services run 24 x 7 across international boundaries. It needed

- Reassurance of business continuity in the event of a disaster or breakdown.
- Access to the school's stored data immediately after a disaster or breakdown.
- To offer users seamless access no matter when or where they were in the world.
- A scalable system to cope with the rapidly expanding volume of data.

### The Solution:

Russell Altendorff, Director of London Business School's Information Systems Division, opted for InTechnology's Managed Backup Service (MBS, formerly VBAK), delivered by the London Metropolitan Network (LMN), an advanced broadband network for further and higher education institutions across the city.

- MBS is a managed online data back-up and restore service which offers customised data back-up and instant online restoration.
- As data volumes grow, the quantities of data being backed up can easily be increased.
- It eliminates the severe limitations of traditional tape-based data backup.
- InTechnology backs-up all the data it stores at separate secure locations in case of an outage at one of them. Clients' data is always safe and accessible.

*“Our data volumes were growing so rapidly that even if we could have backed it all up ourselves, we couldn't restore it within a practical time frame. We urgently had to decide whether to switch to an online scalable service like MBS or re-invest heavily in tape devices.*”

*“The MBS system represented good value for money compared to tape and its consequent high management costs as well as future replacement costs.*”

*“InTechnology has set an example to other major suppliers by the innovative contract that has been drawn up between them, the LMN\* and its member institutions. This is ground breaking stuff.”*

Russell Altendorff, Director of London Business School's Information Systems Division.

*\*LMN: The London Metropolitan Network, an advanced broadband network for further and higher education institutions across the city.*

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**“We aim to use technology to create a true global community, to provide a platform for consumption, to allow for customisation of services and to support our customers 24x7, wherever they are in the world.”**

Russell Altendorff, Director of London Business School's Information Systems Division

### Business & Operational benefits:

- Continuity for London Business School is assured, helping to maintain its international reputation.
- Peace of mind for academic staff, students and administrators whose important work is safe and instantly accessible.
- Data no longer has to be backed up manually by skilled IT staff as with the traditional tape-based system, freeing up valuable time and resources.
- Retrieval is instant, as opposed to tape's time-consuming process.
- Centralised management of all back-up and restoration services making it easier to support users spread over a wide geographical area.
- Data transmission is secure and protected.

### Financial benefits:

- Staff don't need to be employed for lengthy daily tape back-up.
- Future costs are predictable, even with rapid and unexpected data volume growth.
- Both software and hardware upgrades and bug fixes are included in the monthly charges throughout the lifecycle of the service.
- Daily ad hoc restores or regular online test DRs can be carried out for no extra charge.
- London Business School subscribes to the London Metropolitan Network, and so benefits from discounted costs and economies of scale.

### Technical Information

#### Managed Backup Service

- Protection of 8TB of primary data
- Number of Servers backed up: 60

#### Managed Backup Service Data Centre Edition

- Protection of 1TB of primary data
- Number of Servers: 10

#### Internet

- Bandwidth 5Mbps

#### Hosting

- 1 co-located Cabinet in Harrogate Data Centre

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METROPOLITAN  
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*Higher. Further. Faster.*

InTechnology is a 100% managed services organisation providing industry leading network, hosting, data, IP telephony and mobile services to over 800 businesses in the UK. We have been operating for over 26 years, employing 220 employees in the UK and – as a profitable business with a healthy cash flow- turning over £50m per annum. We give clients maximum flexibility and cost control by delivering our services on a pay-per-use basis which reduces or even eliminates upfront capital expenditure.

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