

Call center quickly restores operations after disaster

Journeycall ensures fast restores and reliable disaster recovery, while freeing up 20 hours a week of valuable IT time, with Quest® data protection solutions.



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George Mair, IT & Comms Manager, Journeycall

CUSTOMER PROFILE



Company	Journeycall
Industry	Software & services
Country	United Kingdom
Employees	500
Website	www.the-espgroup.com/journeycall/

BUSINESS NEED

Journeycall needed to replace its time-consuming and unreliable tape-based backup and recovery solution with more modern and advanced enterprise data protection.

SOLUTION

By adopting Rapid Recovery, Journeycall ensures business continuity, as demonstrated by a complete restore in just hours after critical servers were flooded. To boot, they freed IT pros from tape babysitting duties, slashing their administrative workload by 98 percent and freeing them to pursue innovative work to drive the business.

BENEFITS

- Ensured business continuity by providing reliable backups and speedy recovery
- Made applications up to 100% more available, enabling the data-driven business to thrive
- Slashed administrative time by 98%, from four hours a day to just five minutes a day, freeing IT pros for innovative work
- Delivered peace of mind

SOLUTIONS AT A GLANCE

- Data protection

Imagine waking up to a call that no network, no login servers and no email servers are available across your entire company. How much business would you lose? Would the company still be in business by the time you got everything running again? And would you still have a job? This seems like the stuff of nightmares, but it was cold, stark reality for the IT manager at one services company. But because he'd had the foresight to invest in Quest data protection solutions, he was able to fully recover the environment and restore the business to 100 percent operational status in just a few hours — and be hailed as a hero, instead of being shown the door.

“Had we not had Rapid Recovery ... I would have likely had to recreate the environment from scratch. The impact on the company would have been huge, and it would have taken some time to recover from any reputational damage that we would have incurred as a result.”

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INCOMPLETE BACKUPS AND RESTORES REPRESENT AN EXISTENTIAL THREAT

Journeycall is an acclaimed, Scottish-based contact center that provides services in the public transport and smartcard industries. A part of the ESP Group, the company provides industry-leading customer support, produces 2.1 million smartcards annually for customers like London Councils and National Railcards, and also develops new business models and solutions to improve transport efficiency. Every day, well over three million people can travel thanks to Journeycall products and services.

Given this business model, downtime could have dire consequences, not just for the company's short-term goals, but for its very survival. That's why George Mair, IT & Comms Manager at Journeycall, knew that his old data protection solution, based on solutions from Symantec/Veritas and Veeam, had to go. The fact that the solutions were time-consuming to install and administer was bad enough, but the slow and sometimes even incomplete backups and restores meant recovery results were unpredictable — causing George far too many sleepless nights.

RELIABLE DATA PROTECTION THAT ALSO SAVES TIME AND MONEY

In retrospect, these deficiencies may have been a good thing, since they spurred the IT team at Journeycall to look for reliable enterprise data protection, and they were ready when disaster did strike. They found exactly what they needed in a single Quest solution: a DL Backup

and Recovery Appliance powered by Rapid Recovery.

As Journeycall discovered, this scalable and turnkey solution takes only about 20 minutes to deploy, and it is so easy to use that organizations save up to 20 hours a week in administration time alone. Moreover, Rapid Recovery software lets you protect anything — systems, applications and data — anywhere, whether it's physical, virtual or in the cloud. Backups are 10 times faster than with other solutions, and in the event of an outage, you can restore operations nearly instantly, so users will never even know there was a problem.

Using the Quest data protection solution, Journeycall was able to slash backup and recovery administration time by a staggering 98 percent — from four hours a day to just five minutes a day. Even more important, by continually sending updates to a virtual standby that can be activated if there's an issue with the primary machine, they were able to completely eliminate their backup windows and ensure near-zero recovery times. As a result, the IT team was finally able to sleep soundly at night.

PRODUCTS & SERVICES

HARDWARE

[DL Series Backup and Recovery Appliances](#)

SOFTWARE

[Rapid Recovery](#)

HOW TO BE A HERO, NOT THE SCAPEGOAT, WHEN DISASTER STRIKES

The Quest data protection solution was put to the test on the morning of New Year's Day, when George was awoken at 8 a.m. to the news that there was no network, no login servers and no email servers available across the company. "I joked to the caller that the only way the symptoms they were describing could happen was if the core network was down or we had lost every virtual server in the company," George recalls. "I explained neither was likely and would have a look." But when he logged into the VPN and attempted to access the servers, he quickly realized that the improbable was indeed reality, and he grabbed a taxi to the problem site.

As he entered the server room, he was dismayed to see a veritable waterfall: The air conditioning unit had ruptured and was showering the entire server rack. Every machine had water pouring out of it. "Our domain controllers, SharePoint server, Exchange 2010 server and a few others were all out of action," says George. "I quickly summed up that every chassis was compromised and that I was in real trouble."

The ramifications to the business were dire. Agents at two contact centers had no means of answering calls or accessing the customer portals to service any callers who might manage to get through. The only good news was that January 1 isn't a terribly busy travel day. Nevertheless, George knew the clock was ticking, and

both the business and his own reputation were in real danger.

Since the lack of local DNS made accessing the replica DL appliance problematic and there was no spare chassis on site to restore on to anyway, George grabbed another taxi for the half-hour trip to the main office. There he picked up the primary DL appliance and a spare chassis, and in another half an hour, he was back at the disaster site.

From there, recovery from the proverbial nightmare proceeded like a proverbial dream. "I brought up our Rapid Recovery box locally and began restoring backups onto the spare chassis," George says. "By 12:06, I had recovered our full environment and had the business back up to 100% operational status."

DIRE CONSEQUENCES AVOIDED, AND LESSONS LEARNED

Thanks to George's quick action, and his diligence in choosing a solid enterprise data protection solution in the first place, the impact to the business was minimal. But George is acutely aware of how the situation might have unfolded without the Quest solution in place. "Had we not had Rapid Recovery, I cannot say how I would have resolved the issue," he reflects. "I can certainly say that it would have been lucky, using tapes, to have even managed a restore, so I would have likely had to recreate the environment from scratch. The impact on the company would have been huge, and it would have taken some time to recover from any reputational damage that we would have incurred as a result."

Of course, George realized that even though his data protection plan had sufficed in this crisis, it was far from optimal, and he immediately used the Quest solution to implement an even better disaster recovery strategy. "We learned some valuable lessons from that day," George notes. "We have moved all of our critical servers into a data centre, from where all backups are replicated and then sent to live standby servers, so that in the event anything like this happens again, we can just switch on the live standbys and modify DNS."

With the Quest solution in place, Journeycall has complete confidence that its data and applications are fully protected. George sums it up this way: "Quest data protection is a fantastic solution and it is easy to use. It allowed me to finally go to bed and sleep safe in the knowledge that my backups were completing, being replicated out off site and being sent to a live standby — no more watching a tape restore with fingers crossed."

ABOUT QUEST

At Quest, our purpose is to solve complex problems with simple solutions. We accomplish this with a philosophy focused on great products, great service and an overall goal of being simple to do business with. Our vision is to deliver technology that eliminates the need to choose between efficiency and effectiveness, which means you and your organization can spend less time on IT administration and more time on business innovation.

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