

Halcrow Group Selects CommVault to Build upon its Foundations — Data backup and management streamlined for rapidly growing consultancy

QUICK FACTS

Industry/Solution:

- Construction

Platform/File System:

- Windows 2003

Applications:

- Microsoft Exchange
- Microsoft SQL Server
- 3rd party business applications

Partner Hardware:

- Dell PowerEdge Servers

Challenges:

- No visibility across all the back-up functions
- Not possible to guarantee the protection of data of remote offices

Solution:

- CommVault Galaxy Backup & Recovery

Benefits:

- Restore data quicker
- Faster more reliable backups
- Simplified backup management
- Tracking of backup tapes offline

Customer Profile

Halcrow specialises in the provision of planning, design and management services for infrastructure development worldwide. The company's purpose is to sustain and improve the quality of people's lives.

Founded in 1868, Halcrow has developed into one of the UK's leading consultancy firms. In UK industry league tables, Halcrow is ranked within the top ten consultancies in each of its core sectors, and achieved a turnover of over £243 million in 2004. The company's 5,200 employees operate from a network of over 29 UK and 43 international offices, and are currently contributing to commissions in over 70 countries.

Halcrow is owned and managed by its employees and staff shareholders, making it one of the largest independent consultancies in the UK.

The company regularly provides consultancy engineering services and development advice to government departments, public sector authorities and utilities, industrial and commercial companies, international funding agencies, financial institutions and private clients.

IT Support for Growth

The last ten years had seen a period of extensive growth and development for Halcrow. To support this development the company has invested heavily in its support infrastructure, including its IT, communications and data systems. To this end, Halcrow contacted data protection and management specialist S-Store to seek advice on redesigning an enterprise-level, backup infrastructure to support the organisation's future growth.

Unreliable Backup across the Network

As S-Store set about reviewing the existing data management infrastructure, it identified a number of key issues.

First, the existing infrastructure could not provide visibility of all the back up functions, preventing Halcrow's management information services (MIS) team from ensuring that all backups had been successful.

Secondly, the existing infrastructure, distributed over 40-50 sites — presented a number of administrative challenges. In particular, it was not possible to guarantee the protection of important business data or overcome the interruptions caused by the company's back-up infrastructure.

After assessing its IT needs, S-Store concluded that Halcrow's existing storage management software, could not support the company's projected data requirements. "Our infrastructure was no longer able to cope with our growing volume of data or locations," said Neil Innes, Halcrow's MIS technology manager. "We had more than doubled our numbers and projects, and to accommodate growth, we had to develop an enterprise class infrastructure."

Addressing Storage Requirements from a Single Interface

Following a comprehensive review of the available solutions, S-Store recommended a solution from CommVault to enable high availability and unify Halcrow's data for better growth.

During a four month project to implement a complete enterprise-level storage infrastructure, CommVault deployed DataMigrator for Exchange, Galaxy and CommVault's SRM

solutions. This combination unified all of the data management, backup and resource management, allowing Halcrow to better manage day to day data management procedures.

Ian Stinton, Director, S-Store, comments, "Working in partnership with our customers is the key to the success of a project of this size. We offered independent advice to deliver a simple and successful solution for Halcrow's requirements. In recommending CommVault, we helped Halcrow to address all of its storage requirements, ranging from Backup to Archiving, Email Compliance to Storage Resource Management — all from a single interface. This in turn reduces complexity, saves on training and hardware costs, resulting in a true win-win situation for Halcrow."

Faster, Simpler Storage Management

Halcrow's new storage infrastructure now allows users to receive faster responses for requests to restore deleted data/files. In fact, Halcrow can now retrieve key business data with an hour of the request being made.

The daily management of multiple standalone backup software installations has been replaced by a single implementation of CommVault — which manages the backup hardware and tasks on all sites. This simplifies the backup processes and schedules and provides visibility of data protection to the MIS team across the enterprise.

Since the introduction of CommVault, the success rate of Halcrow's backups has significantly improved, and the IT team are now confident that the backup processes are now meeting the business needs. Moreover, all of the core Microsoft servers — Windows, Exchange and SQL — can now be secured by the integrated environment.

The infrastructure is automatically managed on a 24 x 7 basis from a single location, simplifying system management.

Alasdair Kilgour, UK managing director of CommVault adds, "In one unified product set, CommVault was not only able to provide the Halcrow Group with a comprehensive backup and recovery solution, but also a

powerful storage resource management capability that fully enables Halcrow to report on, monitor and trend its application data growth".

CommVault's suite of software provides fast, granular backup and recovery of distributed environments. "Unlike other solutions, CommVault addresses storage resources and data as logical rather than physical resources," says Anand Patel, MIS Technology Deployment Manager at Halcrow. "Our client data is logically mapped to multiple storage resources, which allows us to transfer backup media to offsite locations while maintaining a local copy for fast recovery. We can rely on CommVault to both successfully backup all of our data and simplify storage management, returning significant benefits for our original investment."

Within the next year, Halcrow Group will roll out the CommVault solution across all of its global operations to fully enable growth and build upon Halcrow's success.

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