TechQuarters
The Home of IT Services

the **jm** group
30 year anniversary
search selection contracts interim

Case Study – The JM Group

Introduction to the JM Group

The JM Group provides Information Technology (IT) Recruitment Services and has an enviable reputation for consistent delivery and extensive IT recruitment knowledge. They match ideal candidates to the needs of their clients whilst always looking to the future; striving to improve continuously on their quality of service and passion for delivery.

Our Mission – 'Implement a safe, secure and reliable off-site backup solution'

Alan Bawden, the Operations Director of The JM Group contacted TechQuarters because he was getting increasing frustrated with backup tape changing that was failing whilst his company data was ever expanding with Oracle, SQL Server and three Exchange databases. The tape changing mechanism was manual and used Backup Exec for some but not all of the data.
Alan was also worried about it being properly backed up because of their compliance requirements.

Alan decided it was time to look for an off-site backup service and selected TQ Backup from TechQuarters. The key factors in this decision, other than standard data security concerns were cost effectiveness, reliability and extra service features offered over any usual online backup service. He was particularly impressed with the fact that it copied up to 99 versions of data and provided a swap-in NAS device with their latest backup on it, in the event of a disaster.

Our mission; Implement the TQ Backup service for the JM Group by installing an on-site Netgear 'Network Attached Storage' (NAS) device that replicated their company data to the TechQuarters storage facility on daily basis.

What did TechQuarters do?

The first step was to install a Netgear 2100 raided NAS device onto their network which would store all the latest data ready for replication every day. The SQL & Oracle databases were set up to perform SQL dumps to the NAS box on a daily basis. The Exchange databases were also set to copy their databases there every day. The normal company data, such as Word, Excel, pdf's etc., were also copied onto NAS device, over the network, every day. The final step was to install the replication software and upload the latest copy of data to the TechQuarters storage facility. Once this had been done, the data, which totaled some 800Gb+, was backed up on an incremental change basis every day and reported upon after every transfer.

What was the result?

- Oracle and SQL Server dump data backed up daily off-site
- The other company data was backed up daily off-site
- The backup tape machines were decommissioned
- The JM Group has ability to retrieve all data within 8 hours
- The JM Group improved the robustness of their disaster recovery plan
- The JM Group saved vital capital expenditure by using an outsourced off-site backup service and added no real cost to their operating expenditure

"We had to change tapes every day and then check backup logs to see if everything had worked. This was worrying because not only was it manual but the tapes were proving costly, unreliable and time consuming. I investigated many online backup services and TechQuarters came up trumps with their keen pricing and additional extras to the service. I was also particularly impressed with their level of competence with Cloud Computing, which is something that we will be investing in over the near future. Good work TQ!' Alan Bawden, Operations Director – The JM Group.