

Databarracks' case study

LEADING CHARTERED ACCOUNTANT BOOSTS SECURITY AND RELIABILITY WITH DISASTER RECOVERY AS A SERVICE

About Dixon Wilson

Dixon Wilson is a Chartered Accountant based in London. Its 150 employees specialise in the provision of tax, accountancy and advisory services to high net worth private clients, including their families, trusts and businesses. It also helps corporate clients, and is supplemented by an office in Paris.

The Challenge

Wayne Hammond is Dixon Wilson's IT Manager. His primary focus is the firm's security, as well as being responsible for its infrastructure including Disaster Recovery and Backup.

"Before moving to our current headquarters in Chancery Lane, we were based in Thomas More Square. When it was time to move, we kept a small office in the original building. We had a rack with a couple of servers doing simple replication with HP Storage Mirroring.

"Once the lease expired on the old office, we had to use a third party provider for resilience. We initially considered using a data centre, taking a rack and some dedicated hardware. However, after reviewing the market, DRaaS was inescapably the best option.

"We needed a provider who could bring us better efficiency, security and reliability."

Another challenge is new client demands. As people get more tech savvy, Dixon Wilson's clients are becoming more discerning about data protection. They want to know about security, DR, backup, storage and encryption.

For Dixon Wilson's clients, secure and reliable continuity has become as important as getting value for money. It's important the firm can assure them of their data's security.

The Solution

Dixon Wilson now uses Disaster Recovery as a Service, with Zerto replicating to The Bunker - Databarracks' secure data centre.

"At first, we were using Veeam technology for Disaster Recovery. Our environment includes some heavy SQL servers, which were affecting our RTO. At that time, our recovery time was at six and a half hours before our environment was back up and running.

"After talking to Databarracks, we knew Zerto was the answer. It solved two major problems - speed and reliability. As part of the service, Databarracks migrated us over to the new technology. Our recovery time has fallen to an hour - a massive improvement.

"We try to keep our infrastructure in house as much as possible, to retain as much control as we can.

"However, we were happy for Databarracks to look after our Disaster Recovery capability. Throughout our relationship, including migrating over to new technologies, we've had confidence in their ability to enhance our resilience and availability."

The Benefits

Wayne notes, “It was easy to get sign off from management. The installation process was straightforward and painless, with minimal disruption to everyday business systems.

“With Zerto and Databarracks for DR, it frees up more time for me to look at future projects. For example, we’re revamping our Document Management System to save time for staff.

“The solution ticks along nicely and looks after itself. I always have an eye on it - I have a dedicated tab in my browser and real-time alerts set up, so I’m always aware of goings on. On the occasions when I do need to get involved, our dedicated Databarracks team is always available and helpful when we need them.”

The DR solution has allowed Dixon Wilson to strike the right balance between security and productivity. Security has always been Wayne’s focus, but day-to-day work can suffer if security overrides usability, rather than enabling it. Staff need to help clients effectively whilst operating securely.

“We’re always looking to balance top drawer security with usability that doesn’t impede staff. Our DR solution helps to make that possible. Customers are also increasingly asking us about our data security and availability measures. We can keep clients updated and assured regarding Dixon Wilson’s DR capabilities.”

“Because of the sensitivity of our clients’ data and the rigour of our work, it takes us a while to trust external providers – but Databarracks have boosted our security and availability.”



About Databarracks

Databarracks is the UK's specialist business continuity and IT disaster recovery provider.

In 2003, we launched one of the world's first true managed backup services to bring indestructible resilience to mission critical data.

Today, we deliver award winning data and continuity services from some of the most secure data centres in the world, 30 metres below ground in ex-military nuclear bunkers, supported 24/7/365 by our team of handpicked experts.

We make enterprise-class continuity, security and resilience accessible for organisations of all sizes.

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