IBM®

Fairbrother constructs a reliable backup platform across its remote Branch Locations

Overview

■ **The Challenge**
Construction and building services group Fairbrother was struggling to execute distributed data backup and recovery processes across its nine offices. Lack of regular tape changing at remote sites, data volumes exceeding tape size and a concern about tape reliability prompted them to seek a more effective business continuity solution.

■ **Solution**
Fairbrother asked its technology partner ISW, an IBM® Premier Business Partner*, to help it create a new backup and data recovery strategy. ISW developed a solution based on the IBM Tivoli® Storage Manager FastBack Center suite of applications which automates backup and recovery processes and consolidates the protection of data in remote and branch offices.

■ **Benefit**
Fairbrother has reduced the cost of support and increased both the productivity of its IT staff and business users. The ongoing business costs of data backup and recovery are also much lower. But, most importantly, its new data backup and recovery solution has greatly enhanced the organisation's business continuity capabilities, with resultant peace of mind.

Key Learnings

● *An effective solution needs to cater for both day-to-day recovery operations of single files or volumes, as well as rapid disaster recovery of entire servers.*

● *When planning implementation of a new disk-based backup process, give consideration to data centre requirements and the need for SAN servers.*

● *Implementation and the timeframe for rollout call for careful planning.*

Fairbrother

Fairbrother

Founded in Tasmania in 1973, Fairbrother has steadily grown to encompass a diverse group of business units delivering construction, joinery and air conditioning services – as well as development, facilities management and other corporate services.

Recognised as an Employer of Choice for over 530 people, Fairbrother sees the continual skill development of its workforce as a key competitive advantage. Lasting client relationships and cohesive business partnerships, an unwavering focus on quality and safety, and a commitment to innovation and continuous improvement have enabled Fairbrother to build a solid reputation and a respected brand.

The Business Problem

Fairbrother has nine offices distributed across Tasmania and Bendigo in Victoria, which presented a challenge in executing a reliable data backup and recovery service. Data backup and recovery were managed remotely, and the issue was further complicated by the lack of local skilled IT resources in the branch offices and the fact that the amount of data had exceeded tape size.

Nathan Sharp, Fairbrother's IT Infrastructure Manager, says that he was also concerned that tape backup was unreliable. "We needed to review and redesign our entire data backup and recovery strategy and introduce automation, both to reduce the day-to-day effort involved and to give us the confidence we could effectively restore data fast, should the need arise."

ISW

"We now know we're taking reliable backups of our data, wherever it's located. As a rapidly growing and fast-paced business, that gives us tremendous peace of mind."

Nathan Sharp, IT Infrastructure Manager, Fairbrother

Solution – IBM and ISW

Fairbrother has an ongoing relationship with IBM Premier Business Partner* ISW, and Nathan called them in to help design and implement a new solution. ISW proposed IBM Tivoli Storage Manager FastBack Center – a convenient suite of applications that includes Tivoli Storage Manager FastBack, Tivoli Storage Manager FastBack for Bare Machine Recovery and Tivoli Storage Manager FastBack for Microsoft® Exchange®.

FastBack is a centralised disk backup solution providing comprehensive data protection and recovery for critical Windows® and Linux® servers – including the power to quickly recover any Microsoft® Windows® or Linux® server data, anywhere in the organisation, from any point in time. Because it automates and consolidates the protection of data in remote and branch offices, it offered the perfect solution for Fairbrother's distributed operations.

Nathan is especially impressed by FastBack's data protection and disaster recovery capabilities. "We are now confident of recovering a single file or an entire volume should the need arise."

Business Benefits

For Nathan and his team, recovery of files from backup has progressed from a troublesome, error prone activity to a fast and reliable process enabling simple, and efficient recovery of files. This has reduced the cost of support and increased both the productivity of IT staff and the business users.

The ongoing business costs of data backup and recovery are also much lower. Centralised backup has reduced the need for tape backup equipment maintenance and tape holdings at each site.

But most importantly, Fairbrother has greatly enhanced its business continuity capabilities. Nathan Sharp says, "We now know we're taking reliable backups of our data, wherever it's located. As a rapidly growing and fast-paced business, that gives us tremendous peace of mind."

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Nathan Sharp, IT Infrastructure Manager, Fairbrother

About ISW

ISW is an Australian IBM Premier Business Partner* providing end-to-end technology solutions across the full IBM software and infrastructure portfolio.

Fully certified within the brands of Tivoli, Lotus®, WebSphere®, Rational®, Information Management and Business Analytics, ISW is able to take on a variety of projects within any industry and provide successful outcomes driven by our breadth of experience and depth of expert knowledge.

www.isw.com.au

About IBM

IBM® Australia is a leading supplier of information technology, software and services in Australia, helping customers of all sizes to adapt and prosper in the online world. IBM Tivoli Storage Manager FastBack Center is a convenient bundle of Tivoli Storage Manager FastBack, Tivoli Storage Manager FastBack for Bare Machine Recovery and Tivoli Storage Manager FastBack for Microsoft Exchange that helps provide comprehensive data protection and recovery for critical Windows® and Linux® servers.

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If you would like to speak with someone from ISW please call **1800 456 001**

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