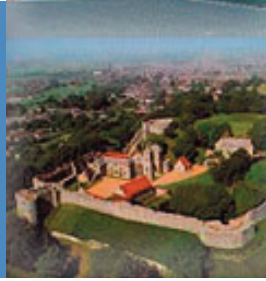


*"It is important that we have an efficient backup service that will grow with the College and its resources. GlassHouse has provided us with a solution. The new system lets our services run more efficiently and can expand to meet our growing requirements."*

*-- Rosie Quelch, Network Manager, Isle of Wight College*



## OVERVIEW

The Isle of Wight College was originally founded as a technical training college. In 1992, the College expanded to incorporate a broader curriculum and provide the people living on the island with more opportunities to study. The College currently has around 12,000 students of which approximately 3,000 are in full time education, with almost all the courses requiring some kind of computer access. The College relies on its IT department to maintain over 800 computer workstations spread across computer labs, study rooms and open access areas. The IT department delivers the information that students and lecturers require as and when they need it. It is also responsible for providing backup and securing data in the event of a loss of service.



Having previously worked with GlassHouse on the implementation of its first SAN, The Isle of Wight College wanted to work with GlassHouse on a backup and recovery project. GlassHouse created a backup system based on Tivoli Storage Manager (TSM) that could be programmed to meet the College's specific requirements. GlassHouse based this on an IBM xSeries 345 server which was more

cost effective than its competitors and had more disk capacity, exceeding the College's expectations. The system is able to back up College resources based across both Netware 6 and Windows 2000/2003. The Overland Neo 4100 LTO2 was selected for its ability to scale with the demands of the college for years to come.

## ACHIEVEMENTS

The new system has increased the overall efficiency of The Isle of Wight College's backup. The amount of administration time spent backing up systems is significantly reduced. It now only takes a few minutes to administer the backup instead of an hour each day and the speed of the overnight backup has been reduced to just two hours from the previous fourteen. "This means we no longer have to spend time completing the manual checking, logging and changing of backup tapes as this process is completely automated," explains Rosie Quelch. "A task which used to take an hour each day now only requires a few minutes and I can check the logs from the comfort of my own desk. The time saved can now be put to good use planning and implementing IT developments."

Since the implementation of the new system, the College can store more historical data (a month as opposed to just two weeks); something that was previously impossible due

to the limited capacity of the individual drives. The increased speed of the new system also means that the IT department can respond to requests to restore files faster as well as having the capability to look further back in time to find the right data. Using the previous system a timescale of 24 hours was allowed to find and restore requested data, now this can be completed within minutes.

“Working with GlassHouse, means we have access to knowledge and experience that we simply do not have in-house,” says Rosie Quelch. “We had no experience of Tivoli Storage Manager but using the expertise at GlassHouse, we have developed a successful solution.” The College is also benefiting from the added protection of off-site backup, housed in a separate building on the College site.

#### SUPPORT FOR TODAY AND THE FUTURE

GlassHouse also built service credits into the solution offered to The Isle of Wight College; these allow GlassHouse to provide support and resource to the College over and above the implementation of the system. This approach makes annual budgeting and forecasting easier for the College as the cost for anticipated support over a twelve month period is agreed up front.

The College also benefits from the fact that service credits can be used to access a variety of different skills provided by GlassHouse, such as maintaining the new system, training or expanding the SAN. “This approach allows the College to have more flexibility with the

support GlassHouse offers and to plan its budgets with more accuracy,” explains Charles Winfield. “An ad hoc approach to support and maintenance could have cost the College 50% more compared to our support credits option.”

Above all, GlassHouse has provided the College with the highest levels of customer service, delivering a system to meet its requirements while offering care and attention at a personal level. The proximity of GlassHouse to the College also has its advantages, enabling a speedy response to any problems that may be encountered as the system continues to develop.

#### THE FUTURE

“GlassHouse has helped us establish a storage infrastructure which will provide a solid foundation on which we can build for the future. One of our next steps is to develop a strategic approach for archiving the College’s data for the long-term,” said Rosie Quelch. “The personal service and customer support we receive has enabled us to build a strong relationship with the GlassHouse team. We look upon GlassHouse as a trusted partner and know we can rely on the team to help us with this and other future storage initiatives.”