

## **Plan B DR Case Study – Cygnia Technologies**

### ***Cygnia replaces online backup with Plan B DR's recovery solution to reduce business risk and save costs***

Cygnia Technologies offers a complete range of IT solutions and service options, including security and internet based products, as well as IT infrastructure and outsourcing - via its Managed Services Team. The company possesses considerable experience of working within the carriers, finance, legal, police, NHS, and local and central government sectors. Cygnia's portfolio of clients consist of major international blue chip companies, public sector organisations and smaller enterprises.

#### **The challenge**

Cygnia Technologies was unsure of their ability to quickly return to business as usual in the event of a disaster impacting on their computer systems. Although they had put an online backup (OLB) solution in place, this only protected their data, not their running systems. When they realised that it could take them at least a week to rebuild their systems from a backup, they started to look for a more effective recovery solution.

#### **The solution**

Cygnia chose the Plan B Disaster Recovery service to protect their systems. Should the worst happen, this service ensures a rapid and complete restoration of running systems on Plan B virtual servers.

Setting up the service proved simple. Plan B DR sent Cygnia an intelligent snapshotting appliance that plugs into its network and automatically takes copies of its IT systems - without any need for further IT staff assistance or disruption. The image copies are then sent securely to a Plan B DR data centre, where physical to virtual conversion technology ensures that they run on their virtualised servers.

The newly created system images (rescue images) are automatically tested to guarantee, that they will boot up, without trouble in the event of a disaster, and be available for Cygnia within 15 to 30 minutes.

The Plan B DR appliance also keeps past snapshots as a local backup and can provide very fast file level recovery - in the event of local data corruption or loss. Having adopted the Plan B DR service, Cygnia found that the free local file backup feature included as part of the service provided them with a very fast and simple backup option.

Their Plan B DR appliance, holds around 20 days of historical file back up on disk, enabling fast restoration of historical files, with no need to try and retrieve tapes offsite or restore files slowly over the internet.

The Plan B DR local backup feature has the added benefit that as the recovery snapshots are tested every day, Cygnia can be certain that their backup files on the appliance, are complete and uncorrupted.

After several months, Cygnia decided that they could take significant costs out of the business by not renewing their OLB contract and could confidently rely solely on Plan B DR for both their disaster recovery and their backup.

### **The benefits**

Since the beginning of 2009 Plan B DR has become Cygnia's sole disaster recovery and backup provider. Plan B believe that with a reliable disaster recovery service, that is tested every day and kept offsite, backup should be as close as possible to your live systems. Combining these features into one service provides Cygnia with a very efficient and cost-effective single solution to their backup and recovery requirements.

By using the Plan B DR services, Cygnia are now confident that in the event of a disaster, its working systems and data will be restored within 30 minutes and business will continue immediately. Also, by not needing online backup, Cygnia has enjoyed saving on these previous costs.

Paul Samuel, Finance Director of Cygnia Technologies summarised, "Plan B DR provides our business with complete piece of mind that we can carry on business as normal even if we experience a flood, fire or theft. What made it more attractive to me though, was that by using Plan B DR for our backup as well as disaster recovery we not only reduced business risk but also reduced the overall cost base of the company. Better and cheaper – fantastic!"

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