

▶ Case Study: Scottish Fire and Rescue Service

IMPROVE BUSINESS CONTINUITY AND INFORMATION
COMPLIANCE WITH COMMVault



Industry
Emergency Services – Fire and Rescue
Corporate Headquarters
Perth, Scotland
Employees
9,000+
www.firescotland.gov.uk



CHALLENGE

- Consolidation of eight legacy fire services into a single organization
- Scottish Government mandated requirement to reduce costs and duplication of services
- Escalating email volumes made retrieval time consuming and expensive, adding operational risk
- Risk of data loss without a well-defined business continuity strategy

SOLUTION

Commvault Software

- OnePass for backup, archive, reporting
- Content Indexing
- Search

BENEFITS

- Consolidation of multiple backup solutions onto a single platform to support newly amalgamated fire and rescue services
- Cost cuts through reduced maintenance charges and minimising administrative requirements
- Archiving supports diverse compliance storage demands and delivers end- user rapid access to critical email
- Fail-safe business continuity mechanism in place in the event of a disaster



As a front-line emergency-response service for all of Scotland, the Scottish Fire and Rescue Service (SFRS) relies on robust technology to operate around the clock, attending to tens of thousands of fire, rescue and traffic incidents every year. Created in April 2013, the organisation unites more than 9,000 firefighters and support staff from eight legacy fire services in more than 400 locations across Scotland. Using state-of-the-art rescue equipment, SFRS is involved in emergency support incidents that range from rescuing people trapped under collapsed structures or from cliffs and high buildings, extricating victims in motor vehicle crashes, and fighting fires to mitigate loss of property and lives.

With a mandate from the Scottish Government to reduce costs and duplication of services, one of the first challenges facing SFRS was the need to replace eight disparate backup solutions within its IT infrastructure with a single platform for data management. The priority was developing a data backup and archive strategy that could meet compliance and continuity requirements across a range of critical applications, including Microsoft Exchange 2010, SharePoint, SQL Server, Office and Oracle.

After a thorough assessment of its existing environment, SFRS decided to consolidate using Commvault Simpana software to leverage a common infrastructure and to tackle compliance requirements in addition to data protection requirements for backup and email archive. "The largest of the legacy fire services, Strathclyde, had been using Commvault Simpana software successfully for five years. Other services were using Symantec BackupExec and manual copy processes," explained Greg Aitken, information and communications technologies (ICT) operations manager, SFRS. "Having considered the options, it was clear that Commvault Simpana software's functionality and simplicity of use offered the optimal solution for SFRS."

"The adoption of Commvault software as a single platform for data backup, archive and search across the Scottish Fire and Rescue Service ensures that legislation and compliance requirements are adhered to and significantly reduces risk by providing business continuity in the event of a disaster."

GREG AITKEN
*ICT Operations Manager,
Scottish Fire and Rescue Service*

▶ **ACHIEVING EMAIL STORAGE, RETENTION, RECOVERY AND ACCESS EFFICIENCY WITH AN INTELLIGENT ARCHIVE SOLUTION**

A critical component of the consolidated SFRS single software solution project was the creation of an enterprise email archive. The majority of legacy fire and rescue services had previously opted to simply increase mailbox size or store PSTs on local machines, network drives, even external USB drives to handle increasing email volumes. As Aitken explained, "Email is a business critical system and an organisation of our size should have a proper, fit-for-purpose email archiving solution."

Commvault is helping SFRS increase operational efficiency and provide nearly instant recovery of emails, which previously the IT team could not guarantee to end users. A major component of the SFRS's business continuity strategy is using Commvault Simpana 10 to conduct backup and Disaster Recovery for Active Directory for Exchange mailbox backups and restores for the organisation's more than 9,000 users. SFRS is now assured that in the event of a disaster, it can safely mitigate any risk of data loss and restore user email and other data quickly to avoid any productivity impacts.

Commvault Simpana software has also transformed the email discovery and retrieval process, in particular, when historical email is essential for evidence. In the past, it has been an extensive and resource intensive process to locate the specific emails and then restore them from backup. SFRS can now locate and retrieve archived emails, when required, within seconds

Aitken explained, "Email uses significant amounts of data storage, and as this data increases, simple retrieval, search, indexing and backup operations slow systems down. Commvault Simpana 10 archiving improves email server performance and storage efficiency by removing email and attachments from the messaging server but leaves them accessible to end users via their existing email client applications."

▶ **COMMVULT SIMPANA ONEPASS AND SEARCH
REDUCE PRIMARY STORAGE COSTS, ENABLE
SELF-SERVICE ACCESS TO INFORMATION**

Commvault Simpana 10's intelligent archive features, including OnePass and Enterprise Search, help SFRS significantly reduce risk and cost while providing faster access to archived documents and files. Commvault Simpana OnePass helps SFRS to shrink backup windows and increase storage efficiencies through backup functionality that simultaneously deduplicates and archives data in the ContentStore — a virtual repository that provides a flexible and cost-effective way to store data. SFRS end users can then easily access and retrieve their files through Commvault Simpana 10's powerful search feature.

Commvault Simpana 10 also enables SFRS to customise archive rules to reflect the specific needs of business users, including HR and legal, and automates the process of retaining certain information for a specific time period to meet Freedom of Information requests.

**5 Ways to Meet Today's Data
Management Challenges
with a Single Platform¹**

Learn how to put in place a data backup and recovery, retention, search and access platform that is designed from the beginning as a holistic, fully integrated system.

READ NOW





▶ **OPTIMIZING IT WITH A FLEXIBLE SINGLE PLATFORM INFRASTRUCTURE**

Acting on the recommendation of its implementation partner who was tasked with ensuring optimized system performance, SFRS created a new, dedicated domain for the entire organization, rather than extend the existing Strathclyde infrastructure.

“Creating a completely new environment enabled us to reflect on the specific needs of SFRS that included taking our archiving requirements into account,” Aitken said. Commvault’s capacity-based licensing agreement also provided SFRS with far more flexibility in meeting the evolving demands of the new organisation, a critical consideration given the challenges of consolidating multiple operations into one.

“Obviously there was a lot of data to migrate across to the new SFRS infrastructure. Because of the potential for moving large amounts of duplicate data and the need to maintain access to emergency information that SFRS must retain for up to 21 years, the archive and search functionality inherent in Commvault Simpana 10 proved invaluable. Commvault Simpana 10 gives us the flexibility in capacity-based licensing to push out our boundaries as our services evolve,” Aitken stated.

From a financial perspective, the migration from multiple backup solutions to Commvault Simpana 10 has delivered an immediate return on investment. The maintenance costs for the 27 TB of backup and 3 TB of archive are significantly lower than the costs associated with the eight previous individual services.

Over and above this savings, SFRS has reduced the risk associated with email data discovery and created a far more scalable storage model. “SFRS can now provide users with limitless mailbox capacity and email management is much easier and less demanding, for both users and IT,” Aitken said.

With a large number of projects underway to support the new organisation and to remove multiple instances of systems, the Commvault migration has been extremely successful; the handling of the entire implementation and migration process enabled SFRS to concentrate its attention on other key developments.

“It is a great benefit to have confidence and trust in our supplier. SFRS had multiple projects underway with tight deadlines in order to create a single, consolidated ICT environment and it was essential to avoid handholding. Commvault and our implementation partner together delivered exactly what was required on time and within budget,” Aiken stated.

“Having considered the options, it was clear that Commvault software’s functionality and simplicity of use offered the best solution for SFRS.”

GREG AITKEN
*ICT Operations Manager,
Scottish Fire and Rescue Service*

▶ A SCALABLE SOLUTION TO MANAGE DATA GROWTH – NOW AND INTO THE FUTURE

Looking ahead, SFRS is planning to explore how Commvault Simpana 10 can further address data duplication and managing data volumes. Aitken commented, "Commvault Simpana 10 enables SFRS to reduce the amount of data storage to be managed and maintained by compressing emails and removing duplication."

As a publicly funded entity delivering essential 24x7x365 services, SFRS now has a data and information management solution in place that is fit for purpose. Aiken concluded, "The adoption of Commvault Simpana software as a single platform for data backup and archive ensures that compliance regulations are followed and significantly reduces risk by providing us with a fail-safe business continuity mechanism in the event of a disaster."

▶ SCOTTISH FIRE AND RESCUE SERVICE AT-A-GLANCE

APPLICATIONS



▶ RESOURCES

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▶ To learn more about the full benefits of Commvault software and its strategic approach to efficient data management, please visit commvault.com/solutions.

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