

Dorset Police

Dorset Police Protect 5x More Data While Saving 60-80 Staff Hours per Month with Veritas NetBackup™ Appliances

Dorset Police were challenged to be able to provide backup and recovery for 5x more data after police processes changed. The team deployed NetBackup Appliances to accommodate growth, boost reliability and stability, recover data faster, save 60-80 hours per month in backup administration time, and reduce annual tape costs by an estimated GB£16,000.



ORGANIZATION PROFILE

Site: www.dorset.police.uk

Industry: Public Sector

Headquarters: Dorset, UK

Employees: 2,600+

KEY CHALLENGES

Dorset Police need to accommodate the backup and recovery of 5x more data, while reducing backup administration time.

SOLUTION

The organization deployed Veritas NetBackup™ Appliances to achieve scalable, fast, resilient and cost effective data backup.

BENEFITS

- **60- 80 staff hours per month saved** by streamlined backup administration
- **Increased reliability and stability** compared to previous solution
- **5 percentage point increase in deduplication** to 95%, saving more space
- **Fast data retrieval** enabling most requests to be solved instantly
- **Estimated GB£16,000** in annual tape savings will help pay for the investment
- **Physical space savings** through removal of tape storage

A growing challenge

Providing police services for Dorset County, on England's south coast, is a big challenge. There are almost a million residents and more than 11 million tourists a year to protect, on 1,000 square miles of land and an equal area of water off the coast. The land, classified as more than 90 percent rural, includes an international airport and multiple sea ports.

It's also a big challenge to protect the data that the Dorset Police depend on. "A change in our processes as an organisation, related to a newly imposed records system, meant that suddenly there was a dramatic increase in the volume of data backup required," explains Adrian Stephenson, Infrastructure and Service Delivery Manager for Dorset Police. "We went from 3-4 terabytes to 20 terabytes, just for our live system."

The existing backup infrastructure was strained. "It hadn't been set with the new data volumes and goals in mind," Adrian says. "We needed a big boost in performance to make the original backup process reliable." Because the increase in data was unplanned, there was no budget to make a change.

Keeping confidence in disaster recovery

“Our service level agreement for internal customers such as police and other investigators has to be achieved no matter what. We need to have absolute confidence in our disaster recovery systems.”

Adrian Stephenson,

Infrastructure and Service Delivery Manager,
Dorset Police

Adrian’s team must support many kinds of data, including SQL and Oracle databases, VMware servers, and unstructured data files. Backup errors had been increasing significantly, and fixing them and handling tapes was taking up to two hours a day. “It’s easy to understand that this was seen as an arduous and unpopular task,” says Adrian, “Of course, our service level agreement for internal customers such as police and other investigators has to be achieved no matter what. We need to have absolute confidence in our disaster recovery systems. We also have to get records to court within a certain time, so we need to be able to find the data quickly.”

Realising new backup benefits

Dorset Police had been using Veritas NetBackup software, and they evaluated Veritas NetBackup Appliances as they considered their options. “We’d invested heavily in NetBackup, so by moving to NetBackup Appliances we wanted to significantly augment our position,” says Adrian.

Today, Dorset Police have a NetBackup 5230 Appliance retaining data at each of their sites, and then offloading monthly backups to tape for long-term retention. “The Veritas NetBackup Appliances have helped us improve backup performance even as our data volumes increased by 500 percent,” says Adrian. “They have already proven more reliable and stable than our previous solution.”

In addition, “because tape processes now happen only once a month, we save around 60-80 staff hours per month,” Adrian says. “The NetBackup Appliances have made the support load much easier to bear.”

Moving to Veritas Appliances is also delivering the value that the tight budget required. Annual tape savings is estimated at GB£16,000. “For starters, the money saved in buying tapes will be a big help paying for this investment, and we’ve saved physical space internally because we no longer have tapes on site,” Adrian says. “We now have 60 days of data on the Veritas NetBackup Appliances. We can retrieve data fast, resolve most requests instantly, and our deduplication ratio has also improved from 90 percent to an impressive 95 percent.” This frees up additional storage space.

Economies of scale going forward

Changes within the UK’s policing strategy mean that Dorset Police now works in a strategic alliance with Devon and Cornwall Police. “More and more we’ll be sharing back office systems and services between the two Forces,” explains Adrian. “It may be that we extend the use of Veritas NetBackup Appliances to include Devon and Cornwall Police. It would certainly make sense financially, deliver economies of scale, and simplify processes.”

For more information

Please contact your local Veritas Sales Representative or Business Partner, or visit:

[Veritas NetBackup Appliances](#)

Veritas Technologies (UK) Limited

350 Brook Drive
Green Park Reading
United Kingdom RG2 6UH

Veritas World Headquarters

500 East Middlefield Road
Mountain View, CA 94043
+1 (650) 933 1000