



## ● Cross-platform data protection from a single solution ●

Secure Retail has a mixed platform environment with HPUX and windows. The HPUX system provides Secure Retail with the core database for two central business applications used by sales, finance and logistics. The business is dependent on the availability of these critical applications as Technical Implementation Manager Vicki Moon explains, "Our HPUX server is the backbone of our business. If any part of it is not recoverable, ultimately, our business wouldn't function."

As is common in a busy IT department, operating production systems and responding to ever increasing performance demands of a growing business, Vicki reports that a lack of time and internal resources left them vulnerable, struggling to provide adequate disaster recovery provision to the business and in need of external support.

Additionally, supply-chain questions had fed through to the IT department from key partners via Secure Retail's financial director. Added to pressure from their insurers, they were keen to prove that tested business continuity provision was in place. The challenge for Vicki and her team, was how to manage the elephant in the room: The HPUX technology was old, there was no extensive in-house expertise and it was difficult to resource appropriate support externally.

The key requirement was to find a recovery provider with the skills to recover this HPUX system – and with an established history of providing IT disaster recovery services across all technologies. Daisy emerged as the obvious choice.

Vicki Moon explained, "Our main issue was incorporating our unix system into our recovery solution.

We approached four companies and Daisy was the only one that didn't quake when we brought our HPUX requirement into the conversation.

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**Vicki Moon**, Operations Director, Technical, Implementation Manager, Secure Retail

### How we help

#### Client

Secure Retail is the specialist provider of payments hardware and services for the retail, hospitality and unattended sectors. Growing in size and capabilities, the nature of its business dictates the need to maintain and protect its own secure, reliable systems.

#### Challenge

Incorporating an HPUX system into a single, reliable and predictable recovery solution to safeguard the running of critical functions such as sales, finance and logistics, ensuring continuity in the event of an IT interruption.

#### Solution

A single-solution Cloud Backup & Recovery from Daisy, delivering cross-platform, automated data backup and recovery services for physical and virtual servers, presented physically, virtually or via the Cloud.

#### Benefits

Peace of mind from the technical competence of the Daisy recovery team and the knowledge that a backup and recovery service is in place and tested, including the business critical HPUX database and applications. Secure Retail is achieving faster recovery time objectives (RTOs) for the business and the granular solution provides more flexibility in what specific data is backed up and/or recovered and is more cost-effective.



They knew from our initial enquiry that we were committed to finding the best solution and a technical pre-sales consultant engaged with us early on. Both him and our initial sales contact were knowledgeable and obviously understood what we needed and why. We were able to progress our plans with them very quickly."

What's more, the Daisy solution used backup software that Secure Retail had used before and had complete confidence in – Asigra.

### Trusted software platform

"When Daisy mentioned which software platform they use for their Cloud Backup & Recovery service, it gave us an additional confidence-boost that we were engaging with the right company.

We'd used the Asigra platform previously with another provider so we already knew how well it works. With Daisy providing the management of the recovery infrastructure and its practical recovery expertise, it made for a convincing combination".

### Put to the test

Keen to be up and running with a test solution, Secure Retail asked Daisy to bring its planned test dates forward from end of January, to the November before. The test itself went smoothly, proved the recovery and enabled potential issues to be identified and documented so that they would not impact on an actual recovery. Vicki remembers the professionalism of the Daisy team as the highlight. "The Daisy team worked through to ensure everything was back up and running as it should be. They delivered exactly what I asked for."

### Server recovery is a breeze

Since implementing the system and following the successful test in November, Secure Retail had to recover from two real-world server failures before the year was out. Both times, they were able to recover locally and were delighted with the service.

Vicki recalled one of the incidents, "It's not uncommon in IT to experience issues that test your abilities and keep you on your toes. We had a disk failure in a RAID array and replaced the drive

but as it was re-building, a second disk failed. We pulled down a copy of the data and provided access to our users on a virtual machine. We recovered to a new server and then switched the temporary server off. If it sounds simple, that's because it was."

The granularity of the Daisy solution means that Secure Retail can control what specific data they backup and also what specific data they recover. "This, along with the depth of the reporting options means that our solution is more cost-effective as we're only backing up what we need to", Vicki explains, "And my team say it's great that there's no waiting for Cloud access as we have a local server to deliver the solution. For us, the ease of use in the interface is a blessing and it runs like clockwork."

"We've been really impressed with Daisy. Their whole approach is focussed on our requirements and nothing is too much trouble. Even the fact that they provide the appliance we have on site here to administer our backups locally as part of the service - it's refreshing that they make it as simple as possible for us to use."

Vicki offers some words of wisdom to those considering a disaster recovery as a service solution. "It's so important to trust your provider. And remember that they could promise you the world but until that solution is tested, how do you know if it will work?" With future plans to increase the data protection and recovery service provision with Daisy, Secure Retail is ensuring a solid infrastructure and robust disaster recovery are in place to help support its growth and maintain its competitive edge.

### About Secure Retail

Secure Retail has grown rapidly over the last few years, providing a single source for multiple site retail businesses and independent sales organisations with an ever-increasing number of franchises and new technology. Secure Retail has achieved the ISO 9001:2008 quality standard, is P2PE compliant and works with the PCI security standards council.

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**Vicki Moon**, Operations Director, Technical, Implementation Manager, Secure Retail

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NB: This is a service provided free of charge to our clients and we will include links to your business' website.

