

A BETTER WAY TO BACKUP

A Food and Drink Federation case study

The Food and Drink Federation 'At A Glance'

- A lobbying organisation representing the UK food and drink manufacturing industry.
- Based in London
- 70 employees served by 2 IT staff
- Customer for VytalVault electronic data vaulting (EDV) services
- www.fdf.org.uk

The Food and Drink Federation (FDF) is the voice of the UK food and drink manufacturing industry. This is the largest manufacturing sector in the UK, with a gross output of over £66 billion and employing some 500,000 people.

FDF represents about 95% of what is the UK's largest manufacturing industry, with the main aim of improving that sector's competitiveness, so it can best meet consumers' needs. It raises awareness of the key issues affecting food and drink manufacturers, builds partnerships with others concerned with food and drink, and is the government's first port of call for industry expertise on matters affecting the sector.

Small organisation, big remit

A key function of FDF is to communicate with a range of domestic and international audiences, including Government, regulators, FDF members and the media. It is through this communication that FDF helps to ensure that the UK food and drink industry is kept informed about UK or EU regulatory matters, and that the industry's position on food issues can be communicated.

For this reason, FDF decided that it needed to prepare for the rapid resumption of business in the event of a disaster, to ensure that this vital communication could take place.

As a relatively small organisation sustained by limited funding and membership fees, clearly FDF's strategy to protect its data needed to be cost effective and not too time-consuming.

Putting a plan in place

The day-to-day activities of FDF are largely taken up by the distribution of documents, research and email as a means of communicating to its various stakeholders. With this in mind, Nik Ollek, senior IT executive for FDF decided that steps needed to be taken to focus on safeguarding these valuable documents.

With just 2 members of IT staff, Ollek realised that the solution implemented needed to not only be effective, but also could not drain the limited resources of the department. Taking these factors into account, Ollek decided that it made sense to introduce managed vaulting services. After assessing the solutions available in the marketplace, FDF selected SunGard Availability Services' VytalVault EDV solution, which provides automatic, fail-safe daily backups for PC server users.

After initial discussions with SunGard, the implementation of VytalVault followed and proved both swift and painless. “Other than some basic preparation work in terms of deciding what was to be backed up and the frequencies involved, SunGard handled everything”, explained Ollek. “The SunGard technicians came into the office and installed VytalVault onsite. The new service was up and running the same day,” Ollek continued.

The automatic backups that the solution provides improve reliability, with the backup process being fully automated to remove human error. Ad hoc restores are initiated via a central administrator console, removing the need for FDF to waste valuable time finding files and uploading from tape. Users can retrieve files within minutes - on a 24/7 basis - using a simple drag and drop mechanism.

The benefits of automated backups

Speaking about the effectiveness of VytalVault, Ollek said: “We are very pleased with the service. It gives us the assurance we need that our data is available to us even in the event of a disaster.”

“As the person in charge of FDF’s IT department, the introduction of this service has freed up valuable time and resources to concentrate on other activities, rather than worry about the day-to-day backups,” Ollek continued. “So far, we’ve not had any major incidents but have already used VytalVault numerous times to recover files accidentally deleted by members of staff.”

“With the increasing number of viruses attacking IT systems around the world, all organisations have had a wake-up call with regards to their information availability. VytalVault has given us peace of mind that our data is available to us, no matter what,” Ollek concluded.

About SunGard Availability Services

SunGard Availability Services is the pioneer and leading provider of information availability services, helping to ensure that more than 10,000 clients in North America and Europe have uninterrupted access to their business-critical information systems. With over 3 million sq. ft. of hardened facilities, it offers a complete range of information availability services for more than 30 technology platforms, from 48 hour disaster recovery hot sites to always-on, high availability infrastructure, co-location and electronic vaulting services. SunGard also provides technology and systems management services for application and data centre outsourcing, as well as business continuity consulting services and planning software.

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