SURREY
COUNTY COUNCIL

Zertø
a Hewlett Packard
Enterprise company

Surrey County Council Consolidate Backup and DR with Zerto Virtual Replication

Challenges

- Have a robust recovery plan that meets the agreed SLAs for four tiers of applications
- Reduce costs by at least £500,000 in the next five years
- Backup large VMs in ever-decreasing backup windows while reducing performance impact

Solution

- Reduced RPOs and RTOs to seconds and minutes with no performance impact across all four tiers of applications
- Removed legacy backup solution and made efficiencies saving over £800,000 in the next five years
- Consolidated to all-in-one solution using replica data to remove production impact of backups

ABOUT SURREY COUNTY COUNCIL

Surrey County Council (SCC) is one of the largest local government organisations in the UK, providing essential services to more than 1.2 million residents and supporting the work of 11 local authorities operating within the region.

The council has a reputation for being leaders in public sector innovation, paving the way for others to adopt new and disruptive technologies in order to improve both the level of service provided to residents and the overall cost efficiencies of operation.

"When it goes well, no one notices; when it goes wrong, people's lives are put at risk. We are critical to the protection of staff and citizens of Surrey, we take it seriously and Zerto provides that golden silence; it is all working. This is born from knowledge because we can test and audit DR on a daily basis should we wish to."

ROSS WALKER,
INFRASTRUCTURE SOLUTIONS PRINCIPAL CONSULTANT,
On Attitude to Risk & Why Zerto

Zerto Results

One Solution
Enterprise-class replication and offsite c loning t o d isplace backup with recovery granularity in seconds

Proven ROI
Cost savings of £800,000 made the investment in Zerto free, increased budget, and improved service levels

Future-Proof
Storage and hypervisor-agnostic replication with support for Azure & AWS, future-proofing IT

Attitude to Risk

SCC has 12,000 IT users, 1000+ servers, and 100's of IT solutions that enable them to provide essential services to their 1.2 million residents. Many of these services and the data they rely on can mean the difference between life and death—social housing, police, and fire and rescue services, for example, require 24/7 availability of applications and information to effectively support the local communities. Consequently, SCC is highly averse to risk and demanded a DR solution that was robust, secure, flexible, easy to use, and simple to test, in addition to providing the aggressive SLAs and opportunities for cost reduction that the IT team had been tasked with delivering.

SCC AT A GLANCE

420 VMs protected
VMware vSphere 6.0

200 TB Storage
VNX Series & Lenovo SAN

No Impact Install
No major changes required

Applications Protected
Delivering services to 1.2m people

THE ZERTO SOLUTION

Old RPO		24 hours
Zerto RPO		20 seconds
Old RTO		48 hours
Zerto RTO		5 minutes

Simplicity Is Key

Zerto Virtual Replication (ZVR) is so easy to use that just one person now runs and manages the protection of all of SCC's services. By managing replication and recovery, integrated into the hypervisor in one interface, significant administrative savings were achieved. With Zerto's powerful journaling enabling point-in-time, file-level recovery, one user can now service all restore requests with speed and ease. For database administrators, the speed and granularity of recovering data using ZVR has made it an indispensable service.

The ability to automate the protection of new VMs and creation of Virtual Protection Groups (VPGs) streamlines SCC operations while reducing risk to new services. With VPG technology, SCC can now recover multi-VM applications consistently to the exact same point in time, significantly reducing RTOs. SCC is now confident that as soon as a new service is deployed, it is protected by Zerto. Furthermore, with no VMs running in the DR site until needed, SCC optimized its Microsoft SQL licensing costs by using Zerto.

Displacing Backup at Scale

In addition to having continuous data protection provided by Zerto, SCC are required to keep backups on varying SLAs for regulatory compliance purposes. Although ZVR is not a backup product, it includes an offsite cloning facility which SCC was keen to explore as a replacement for its existing backup technology. The key drivers were to remove production overhead from the backup process by using replica data, to minimize data loss, and to save the cost of a separate solution.

By scheduling Zerto offsite clones, SCC is now able to take copies of 140TB of VM data on a daily, weekly, or monthly basis depending on the application tier with no production overhead. Using the scale-out Virtual Replication Appliance (VRA) technology, offsite clones of VMs are created on a Microsoft Data Protection Manager (DPM) server presenting storage to the ESXi hosts using NFS. The VM clones are subsequently backed up to tape for long-term archiving. This combination allowed SCC to completely remove IBM Tivoli Storage Manager, resulting in a significant contribution to the £800,000 cost savings.