



Key facts

Industry

Public Transport

Company size

Small London Based

Business challenge

To enable sustained business operation in the event of a major incident

Solution

The implementation of a business continuity plan for disaster recovery

Results

A fully realisable system that gives the client confidence in their capability to continue to operate in the event of any disaster

Interest areas

- Disaster Recovery
- Network Support
- Server Configuration
- IT Relocation

Publication date

February 2007

Statistics state that 68% of companies that suffered a major disaster were forced to go out of business within 9 months of a disaster taking place.

Resource:

'Disaster Survival Guide for Business Communications Networks'

R.Grignonis - 2002

Premier provides ongoing disaster recovery services for independent travel watchdog

In these uncertain times the ability to sustain business operations in the event of a major incident has never been more important

Customer overview

An official independent watchdog with responsibilities within the public transport sector. A relatively small organisation, made up of a compact professional secretariat of 26 staff, based in central London headquarters.

Business need

The client identified a requirement to put into place a business continuity management plan, to safeguard in the event of a major incident. The client realised that effective business continuity planning is critical to ensuring that the essential functions of any organisation can carry on despite an emergency. The company wanted the facility to continue to function in the event of an incident resulting in staff not having access to their systems and their premises.

Solution

Premier successfully implemented an ongoing business continuity plan for disaster recovery to fulfil the client's requirements. A redundant server, located at Premier IT's London based headquarters, was preinstalled with the required hardware and software. The client would provide Premier with weekly backup tapes which would be stored in a fire resistant safe and routinely tested on the redundant server. Each month network engineers boot up the server, restore a recent back-up and simulate a full system recovery situation. The results of this monthly install are reported back to the client for their consideration.

In the event of a major incident where the disaster recovery plan was required to be activated, Premier IT would provide office space for eight of the client's key staff. These staff would be allocated a room with PC's, internet access and Microsoft applications and the latest backup restored, if available, to the redundant server. Additional staff would be given access to VPN into the server and use Outlook Web Access and their files from home if necessary.

Results

This ongoing project provides the client with operational functionality should a major incident occur which prevents staff access to the corporate offices and systems.

Premier IT has already provided this service to organisations from Tavistock Square, post 7/7 bombings in 2005. Premier are therefore confident that we have provided a solution, with minimal investment, that will enable this client to continue trading should a major incident take place.

The Disaster Recovery solution provided by Premier gave the client the assuredness that irrespective of the possibilities of today's uncertain world their business would continue to function.