

## CASE STUDY

# Ultra Secure, scalable, cost efficient and compliant back up solution

Based in Blackburn, Lancashire, Nybble is an IT Managed Service Provider and Consultancy firm. The 45-strong team currently supports over 6,000 users providing information technology solutions and services across more than 60 customer sites around the UK.

## THE CHALLENGE

Launched in 1998, Nybble supports a variety of customers both remotely and on-site, ranging from schools, small businesses to large multi site concerns, managing infrastructure, software development, applications, hardware and cabling as well as providing basic disaster recovery services.

However, the incumbent recovery service was simply backing up customer data and files to an onsite local storage device. With no system back ups, no application back ups and no server back ups available, coupled with more customers seeking to shift to the cloud, Nybble recognised it needed to enhance its offering by introducing a more comprehensive, robust and secure backup and recovery package to its customers, in line with the industry best practice 3-2-1 approach.

## OUR ULTRA SECURE SOLUTION

After evaluating several cloud back up providers, Nybble selected The Bunker. "Security and data availability was always top of the agenda," explains Jordan Drever, Server & Infrastructure Specialist at Nybble, "but we also needed someone who could guarantee data sovereignty, who could act as a Business Continuity model for our key clients." The Bunker now runs an unmanaged Backup as a Service (BaaS) for Nybble's customers, providing a secure offsite cloud repository in addition to their existing backup estate.

Powered by the ultra secure Veeam cloud backup system, this unmanaged BaaS is a scalable, easy to use and compliant alternative for backing up critical data.

Nybble continues to retain overall responsibility for the primary backup system, licensing, maintenance, upgrades, backup and restore jobs, but the service is strengthened with access to 24/7/365 dedicated technical support from The Bunker's specialist technicians trained in data backup and recovery as well as flexible storage at its ultra secure UK-based data centres.

### INTRODUCING THE 3-2-1 BACK UP APPROACH

**THE 3-2-1 APPROACH IS A GREAT WAY TO BACK UP FILES. TO FOLLOW THIS STRATEGY, YOU NEED TO KEEP THREE COPIES OF YOUR DATA, STORED ON TWO TYPES OF MEDIA, WITH ONE COPY BEING OFF SITE. HAVING A LOCAL BACK UP AND AN OFF SITE BACK UP GIVES YOU MORE OPTIONS FOR BACK UP RECOVERY TO LIMIT YOUR EXPOSURE SHOULD THE UNTHINKABLE EVER OCCUR.**

## FUTURE PLANS

With more and more customers wanting to move to the cloud, Nybble is looking increase its BaaS servers at The Bunker and strengthen its disaster recovery package.

## PRODUCTS & SERVICES

- Veeam cloud backup system
- Unmanaged Back up as a Service
- 24/7/365 dedicated technical expertise and support
- End-to-end encryption
- Leading architecture
- Enterprise class technology

## RESULTS & BENEFITS DELIVERED

Veeam Cloud Connect makes it easy to connect and efficiently maintains offsite copies of backups, along with the ability of restoring them in time of need. It provides a simple-to-use client interface, with unlimited scalability and offers an unrivalled level of data security and availability.

Available on-demand, the unmanaged BaaS backs up the entire system, including apps, data, servers and files, so Nybble, in case of a disaster, can quickly get any customer, anywhere, up and running fast. Hosted remotely at an Ultra Secure location combined with 24/7/365 technical support, it enables Nybble to offer a reliable, cost efficient, comprehensive and compliant 3-2-1 method of backing up and protecting clients' critical data, providing Nybble customers with complete peace of mind.

### THEIR VERDICT

**"EVERY CUSTOMER, LARGE OR SMALL, NEEDS TO BACK UP DATA REGULARLY TO AVOID DATA LOSS, REMAIN COMPLIANT AND PRESERVE DATA INTEGRITY. THE BUNKER OFFERS A BULLET PROOF BACK UP SERVICE THAT IS SAFE, SECURE, SCALABLE, RELIABLE AND COST EFFECTIVE WHICH ALSO FOLLOWS THE 3-2-1 INDUSTRY BEST PRACTICE WHICH WE WERE LOOKING FOR.**

**WE ALSO CHOSE THE BUNKER OVER OTHER PERHAPS MORE WELL KNOWN CLOUD PROVIDERS BECAUSE OF THEIR COMPLIANCE, SECURITY AND ABOVE ALL, THEIR GUARANTEE THAT THE DATA STAYS IN THE UK - THIS IS OF UTMOST IMPORTANCE TO OUR CUSTOMERS."**

- Jordan Drever  
Server & Infrastructure Specialist, Nybble

## THE BUNKER PROTOCOL™

The Bunker Protocol™ is an all-encompassing methodology that secures against risk and ensures the most secure IT delivery in the UK.

The Bunker Protocol™ incorporates Physical, Human and Digital security capability and processes and wraps them with a governance and standards layer that ensures that client data and clients systems are continually secure against threats to confidentiality, integrity and availability.

## THIS IS ULTRA SECURE

- Physical** Military Grade data centres
- Human** All employees are fully background checked and our culture starts and ends with security
- Digital** We build and integrate systems in-house, Ultra Secure, from the source code up