



## ● From the uncertainty of tape to the confidence & scalability of the Cloud ●

Headquartered in Cardiff, cancer charity Tenovus operates 65 shops across Wales and South West England. Its IT infrastructure extends to back-office and administrative operations at its head office and two regional offices, plus warehouse, cancer support team and telephone support line. With its work funded solely by donations, fundraising – reaching thousands of existing and potential donors, and promoting the charity’s activities – is critical. In the modern era, this activity also generates increasingly large volumes of data, putting pressure on storage and raising issues in terms of costs, recovery and continuity.

### The Challenge

“When I joined in 2005, we backed up to 80 gigabyte tapes each night,” says Surj Philora, IT Manager. “We had three servers, would run backups overnight, and change tapes in the morning. With nobody to change tapes at 2am every night, we were increasingly limited in the data we could keep. As our operations grew, this became more restrictive, and we wanted far greater backup capability.” Moving to new offices was the catalyst, with Tenovus becoming an early adopter of Daisy’s Cloud Backup and Recovery Service.

### The Solution

“We ran trials and tested the system, Internet connectivity in particular,” Philora says. “We initially had 400GB, later increased to 600GB, and are now moving to 800GB. It’s an easy-to-use scalable solution. If we want more storage, we simply ask, the contract is amended, and it’s there within 24 hours. I can’t understand why anyone’s still on tape – I couldn’t wait to get away from it.”

### How we help

#### Client

The leading cancer charity in Wales, with 65 charity shops, warehouse, head office and regional offices, cancer support team and telephone hotline; funded purely by donations.

#### Challenge

How to deal with rising data volumes and file sizes in a fast-growing business, protecting data assets and ensuring a faster, more efficient and cost-effective means for data backup, storage and recovery.

#### Solution

Cloud Backup & Recovery Service for essential business data, part of a wider package of Business Continuity Management services that includes rehearsals, alternative workplace and server replacement/replication of environment.

#### Benefits

Avoiding the costs, hassle and restrictions of tape storage; handling rising data volumes with a fully scalable and easy to use value-for-money solution – better protecting data assets essential for fundraising activity and the smooth running of the charity.



### PROTECTING ESSENTIAL DATA

"For anyone in business, data is your lifeblood and has to be protected," Philora continues. "If we lost our data we would, for example, lose our CRM database, with all the information on 50,000 donors and supporters, and 2,000 volunteers we depend upon. Our finance systems would be affected: all Direct Debit mandates, collections, Gift Aid data. In staffing it would impact payroll, HR and other areas. Tenovus is no different from any other organisation in that respect. We couldn't really function as a business if we lost that data."

A Daisy company had provided Tenovus with business continuity services for a number of years, including data recovery from tape at a specialist centre, and the provision of servers if needed onsite to replicate Tenovus' environment. Philora says. The primary driver to move to cloud backup and storage was capacity as data volumes grew: breaching the 80GB per server barrier.

"We now use a lot of photographs and high definition videos in our work, which is one factor behind that growth, with the size of individual files increasing." The convenience aspect is another major plus: "If we deleted a file by accident before, we'd have to recover it from an off site tape store. Now, we can retrieve lost or deleted files in minutes."

### CONFIDENCE IN THE SYSTEM

Philora adds, "Like any organisation, in terms of procurement we're looking for the best value for money deal, the best return on investment. We have looked at alternatives in the past but, in

the round, when you consider the service we receive and the cost, there's nothing to warrant us changing." He describes the relationship with Daisy as "extremely good - in the sense we don't need any day-to-day contact, as the system just works. It does what we need and runs in the background, so we can forget about it, confident it's working. If we do need additional support, we can call Daisy and it responds fast. We might put Daisy on standby as we did when upgrading a hard disk array on a server. In that case, nothing went awry, but we had that Daisy 'safety net' ready to rebuild if necessary.

Each year, we also have a complete rehearsal: rebuilding our servers from the previous night's backup. We replicate the network in the first day and test in the second. So we know it all works, and for those two days we get great support from Daisy engineers onsite."

He adds, "Our operations have grown so much in the last few years, we have more premises, all locations are connected, we are planning to put proper IT into all the shops, and upgrading our systems at head office. Data volumes are only going to increase and our demands as an organisation are only going to grow, so having that scalability is key. We have confidence in our system, which is very important, and we are avoiding all the hassles of tape. It was clear from some rehearsals previously that you can never be 100% sure of a tape's condition. So for our needs, this service is ideal. With the cost of storage and data volumes rising so much, tape just doesn't make sense."

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**Surj Philora**  
IT Manager, Tenovus

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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.

