



CUSTOMER CASE STUDY: The White Horse Federation (Multi-Academy Trust)

KEY FACTS



Company name:

The White Horse Federation
(Multi-Academy Trust)

Location:

South West England

Industry:

Schools and Academies,
Education

No of employees:

2,100

No of students:

12,000

No of schools:

32+

Interviewee:



Mark Weller,
IT Director & Data
Protection Officer

thewhitehorsefederation.org.uk

THE WHITE HORSE FEDERATION, A MULTI-ACADEMY TRUST, COMPRISING OVER 32 SCHOOLS, ADOPTS ALTARO VM BACKUP FOR SURETY AND PEACE OF MIND

When your 23-strong IT team is distracted by backup issues, time-consuming logistics and physically moving backups from one location to another, getting to the root of the problem becomes a priority.

For Mark Weller, IT Director and Data Protection Officer, of the White Horse Federation, centralising those processes and managing all backups from a single pane of glass by using Altaro VM Backup, was a key outcome of a wide-ranging data backup and recovery project.

The White Horse Federation is a multi-academy trust based in Swindon, South West of England, and they provide the essential infrastructure services – including seamless and secure data backup and recovery – to over 32 schools. Altaro has dramatically saved the Federation’s time and freed up its team to plan ahead and work on other projects, rather than be stuck firefighting.

“Many hours were wasted dealing with distracting backup issues, cumbersome in nature, or physically co-ordinating backups between schools. Now that Altaro’s Cloud Management Console sits in place seamlessly backing up data, IT team members have been able to focus instead on driving greater technology benefits that positively impact teaching and students. A fulfilling outcome,”
Mark said.

ALTARO VM BACKUP SAVES THE DAY

Saving time and streamlining process are all important but when the going gets tough, you need surety and peace of mind that your data is safe and easily restored.

Have there been occasions when Altaro VM Backup saved the day?

“Indeed – and one example is a full successful fast restore with zero data loss as a result of ageing hardware at a school.”

For cost savings per TB, Altaro’s augmented dedupe feature shows around 45% reduction in TB capacity. *“Significant gains for onsite storage budgeting,”* Mark said.

CHOOSING ALTARO VM BACKUP

Mark explained they started looking at other backup software options when their backup restores started failing and pricing became incredibly expensive, the IT team realised they needed a reliable partner and a backup solution that gave them peace of mind.

Altaro VM Backup fitted the bill and provided the assurance that the functionality matched the needs and vision of The White Horse Federation.

Mark said the pain began when their previous supplier’s virtual backup solution started causing issues. Despite coming from a market leader with whom The White Horse Federation had enjoyed a three-year relationship, two significant problems were beginning to materialise.

“Firstly, their virtual backup solution for 150 VMs (Virtual Machines) had sharply deteriorated from being stable and reliable, to one causing considerable stress with errors

and declining support levels, culminating in failed restores,” Mark explained.

“Secondly, the pricing model had moved from acceptable levels to incredibly expensive, including many enterprise features surplus to this MAT’s requirements.”

Around that time, Simon Haynes, a Regional Head of IT within The White Horse Federation, had already begun evaluating alternatives, commencing a deep dive trial into the Altaro VM Backup solution, through an ingested school in the trust.

Mark noted: *“Compared to our former solution, Altaro VM Backup’s slimline functionality and features suit our environment far better. It’s not bloated or exaggerated with add-ons that we never use. It just works seamlessly, time and time again, and that’s what we are looking for to protect our schools.”*

With the business case accepted, and with the partner working with Altaro to offer creative leasing options that matched financial expectations, White Horse Federation could then implement a solution that ticked all the boxes. The install of Altaro VM Backup using the Cloud Management Console was also very easy which meant it was working seamlessly after just a couple of hours.

“Fourteen schools went live in one hit – all up and running within hours, centrally monitored without issues, and immediately offering IT a single pane

of glass and visibility across the schools' estate," Mark said.

COST-EFFECTIVE DISASTER RECOVERY THROUGH REPLICATION

In the install, schools were paired to allow for widespread Disaster Recovery within the Trust. Technicians installed local copies of Altaro VM Backup in a mirror to provide for replication of data and apps should a worst-case scenario occur at one site.

"Loss of data in a disaster scenario, now avoidable through the pairing, would have had an extreme negative impact on learning. Now, hours of teaching plans, coursework, shared teacher resources and student work are secured across a private internet network with physical storage at each school."

Financial planning is another key area that required protection, and these are backed up to Azure through Altaro to now offer near instantaneous recovery of critical budgets.

"We do everything we can in relation to IT by bringing peace of mind to schools that data can be recovered effectively. We have achieved that peace of mind with Altaro VM Backup with reassurances of a fast RPO," he said, adding that: "Knowing

where data can be located, with accuracy, also helps The White Horse Federation achieve compliance to audit and GDPR requirements."

HONEST AND TRANSPARENT

Concluding, Mark said: *"Altaro have offered a robust backup and disaster recovery solution from a vendor who went to exceptional lengths to listen and understand our requirements, our cost issues and who proactively suggested solutions such as leasing to take us to the next level of seamless backup as easily as possible."*

"Altaro are honest and transparent to deal with and tell you what can be achieved, and that is important when they are dealing with something as critical as your data. Overall, we are in a much safer place now thanks to Altaro VM Backup."

ABOUT ALTARO

Altaro is a fast-growing developer of easy-to-use backup solutions for managed service providers (MSPs), IT resellers and IT departments. It specializes in backup for virtualized and cloud environments, providing affordable enterprise-class functionality while avoiding unnecessary features that add cost and undue complexity. With 50,000+ customers worldwide, 10,000+ partners globally and 2,000+ MSPs to date, the company's flagship solution is Altaro VM Backup, which has gained traction as the natural choice for Hyper-V and VMware backup and replication. Altaro also provides a solution to back up and restore Office 365 mailboxes, Altaro Office 365 Backup. Both are also available as monthly subscription programs for MSPs.

DOWNLOAD YOUR 30-DAY TRIAL HERE: www.altaro.com/download

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