

CLIENT: Capita is one of the UK and Ireland's leading outsourced services providers. Formed in 1984, the company has grown to over 26,000 employees with bases in the UK, Ireland and India.



"I'm proud to say that we can tell our customers that we are using a top class facility for our off-site storage and management."

LeRoy Graham,
IT Team Lead at Capita.

CHALLENGE: To provide storage and management of system back-up tapes. As an outsourced services provider, Capita had to ensure that its system back-ups were carried out every day without fail, and that those tapes were correctly transported and securely stored.

SOLUTION: Wincanton Records Management in Ireland stores around 4,000 archive tapes in their purpose-built vault facility as well as an additional 20 tapes, delivered and collected on a daily rotation.

INTRODUCTION: In Ireland, Capita Life and Pensions employs around 800 people providing Life and Pensions administration, Corporate Registrar Services, Call Centre Management, Fund Administration and Property Consultancy. Capita has been a document client of Wincanton Records Management for a number of years and, in 2003, following a number of issues with their incumbent supplier they had a requirement for a new provider to store and manage their back-up tapes.

Challenge

Being an outsourced services provider, Capita has to ensure that its system back-ups are carried out every day without fail, and that those back-up tapes are correctly transported and stored. Should there ever be a requirement, Capita and its clients have to be confident that their tapes could be retrieved quickly and easily. LeRoy Graham, Capita's IT Team Lead commented, "We had been having issues with our previous supplier and we decided to visit the facility to identify why there were problems. It took only one visit to convince me that the place wasn't being run to our satisfaction and unfortunately we couldn't carry on with a service that wasn't as reliable as we wanted."

Capita started looking for a new partner to manage their tape back-ups and identified a number of key attributes they wanted from that supplier. Central to their requirements was finding a supplier they could trust, and one that could provide a secure, professional, off-site storage facility, timely delivery and collection of their tapes and a consistently professional approach.

Solution

Even though Capita and Wincanton Records Management were already working together, the IT team at Capita were still keen to identify a number of suppliers to whom they could send an RFP. However, according to Graham this was proving difficult, "Having spent time looking around the market, we found that there were no other suppliers in the market that could meet our service requirements. At the time we were already working with WRM on the document side. We checked with our colleagues and they were very happy with the service. It was an easy enough decision."

Other than 20 LTO2 tapes on a daily rotation, delivered and collected around late morning every day, Capita stores no other back-up tapes on site. In addition to the rotation tapes, WRM also stores around 4,000 archive tapes, around nine years worth, in Integrity House, its purpose built vault facility in Dublin.

Results

The levels of service have definitely improved, bringing about a number of benefits, "We found that we made considerable savings by having trust in the levels of service that WRM was providing to us," commented Graham.

In addition to storing Capita's tapes, WRM also takes part in an annual Business Continuity Practice where the organisation picks a day to simulate a catastrophic failure to test its backup processes and systems. WRM delivers the required tapes to Capita's business continuity site and, once the practice is over, returns them to the vault. "Previously when running BCP exercises we had to go to the supplier and collect the tapes ourselves," commented Graham.

In addition, Capita has found WRM's online tape ordering system to be invaluable. "The online system has significantly reduced the amount of detailed paperwork we have to prepare and keep and has made it easier to retrieve tapes. All we need to do now is to store the tape reference and location and we can easily find it online."

In conclusion, according to Graham, "I'm proud to say that we can tell our customers that we are using a top class facility for our off-site tape storage and management."

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