

Case study

Customer → **Drummond Laurie**
Industry → Financial Services

Drummond Laurie protects vital data with hSo Cloud Backup & DR-as-a-Service



Drummond Laurie must protect confidential data stored on servers, Office 365, SharePoint and OneDrive accounts.

At a glance

Challenge

- Automate offsite backup
- Protect Office365 hosted data
- Improve business continuity

Solution

- Cloud backup via Veeam Cloud Connect
- Virtual private cloud stores O365 data
- On-demand UK-hosted server clones

Result

- Data backed up to non-Microsoft cloud
- Exchange and OneDrive files protected
- Faster disaster recovery of IT platform

Accountancy firm picks hSo to protect business data & IT systems

Drummond Laurie decided to strengthen its backup systems.

The accountancy firm sought a data backup solution that was:

- **Affordable** - Terabytes backed up without breaking the bank
- **Cloud-based** - No physical handling of backup media required
- **Encrypted** - Backup provider cannot view confidential files
- **O365 Compatible** - Works with Exchange Online & OneDrive
- **Ransomware Resistant** - Protects against crypto-malware
- **Verifiable** - Non-disruptive test recoveries are possible

Several well-known backup solutions were evaluated but found wanting. However, Veeam's offering impressed.

Drummond Laurie selected hSo's Veeam-based cloud backup service, after trialling the service extensively.

To cut the risk of major server problems causing disruption to its business, Drummond Laurie later added hSo Disaster-Recovery-as-a-Service. This provided a replica server hosting environment in the cloud, on-demand.

DRUMMOND LAURIE

CHARTERED ACCOUNTANTS

Drummond Laurie offers accountancy, taxation and business advice.

The firm's 50 staff serve businesses across central Scotland, from offices in Grangemouth and Perth.

The firm offers a broad range of services previously only available to customers of large accountancy firms.

www.DrummondLaurie.co.uk

“Veeam makes it very easy to restore stuff. Very simple indeed.”

– Ross Nicol, IT Specialist, Drummond Laurie

Improving Backup Systems

The firm's primary backup was to a local NAS drive. A secondary backup was made to a device with removable USB disks so that backup data could be taken offsite.

Once a leased line had been installed at Drummond Laurie's Grangemouth office, the firm switched to cloud backups - eliminating the need to move data offsite physically.

The firm conducted an extensive trial of hSo's Veeam-based cloud backup service before signing up. The service lets Drummond Laurie's Veeam software orchestrate automatic daily backups to an offsite backup repository hosted in the UK by hSo, outside of the Microsoft cloud.

Unlike other backup options considered, the Veeam-based solution could back up virtual machines, Exchange Online emails, SharePoint Online files and OneDrive files.

Backing up Critical Servers

Drummond Laurie wanted to back up a File and Print Server, an application server hosting SQL Server, and a Remote Desktop server, all running on Windows. It also needed to back up a Linux-based 3CX PBX.

These servers run accountancy, payroll and payment software, store most of the firm's files and power its phones.

Losing access to these systems for any material length of time wasn't an option. So the servers had to be backed up daily, without fail, to an offsite location. The data also needed to be encrypted with a key known only to Drummond Laurie.

Maintaining The Email Trail

Drummond Laurie switched from Exchange Server 2013 hosted in-house to Office 365's hosted email service.

This increased employee email quotas, eliminated .PST email archive hassles and sidestepped the need to upgrade Exchange 2013 before the end of extended support.

As a firm of accountants and business advisors, Drummond Laurie has to retain proof of what has been sent and received, long after employees have deleted relevant emails or left.

Exchange Online is an excellent service but its SLA doesn't guarantee data backups or retention, just uptime. Point-in-time restoration of mailbox items is out of scope. hSo made it easy for Drummond Laurie to back up Exchange Online data to an external (non-Microsoft) cloud and recover data at will.

Protecting Network Drives

Most of the firm's files are stored on a network file server for collaboration and security reasons. The file server runs on a virtual machine that is backed up to the hSo cloud using Veeam and replicated to the cloud for DR purposes.

Backing Up OneDrive Files

Drummond Laurie staff sometimes work at clients' sites, where good connectivity isn't guaranteed. In such cases, important files may need to be stored locally on laptops.

Files are synced to Microsoft's cloud via OneDrive, when connectivity permits, then backed up to the hSo cloud.

Safeguarding SharePoint Files

Staff started to make greater use of Microsoft Teams, including to share files internally. Teams acts as a front-end, with the underlying files stored in SharePoint sites.

hSo's Office 365 backup solution enables Drummond Laurie to protect this SharePoint data.

Boosting Business Continuity

Drummond Laurie's data is backed up automatically every night. It is also replicated, so recent clones of virtual machines can be made available rapidly.

In the event of disaster, Drummond Laurie won't have to wait days to replace or rebuild vital servers. It can just spin up temporary, cloud-hosted server replacements in seconds.

This quick recovery could be crucial. Drummond Laurie customers rely on it for payroll processing, management accounts and statutory accounts. These must be completed on time, even if servers fail or data gets corrupted.

The firm's IT specialist, Ross Nicol, can easily spin up DR servers. This allows him to verify DR-as-a-Service is working as intended without interfering with live production systems.

Keeping Data in the UK

Drummond Laurie processes personal data, so must abide by the UK's General Data Protection Regulation (UK GDPR).

The firm's DR hosting is exclusively in UK data centres. This simplifies GDPR compliance as no personal data is transferred, processed or stored outside the UK/EEA.

Minimising Carbon Emissions

hSo's DR hosting and data backup repositories are hosted in energy-efficient data centres powered by green electricity.

This helps Drummond Laurie minimise its carbon footprint.

About hSo

hSo is a managed service provider delivering cloud, connectivity and IT security services to UK organisations.

To learn more about how hSo can protect your organisation's data and systems visit

www.hso.co.uk



ISO 9001
ISO 14001
ISO 20000
ISO 27001



Microsoft
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