

# Lost a CD full of data recently - no? *-are you sure?*



## *New solution addresses the risk of data being lost*

Most companies back-up their data onto tape and then transport the tape off-site. Or, as we now know, they may cut some data onto a disc which they then post to a mystery destination.

The latter has been well publicised, and both the public sector and commercial companies are coming to realise that perhaps their current systems aren't as safe as they thought.

As a result of the widespread publicity over lost CDs, other organisations have announced that, at various times, they have lost CDs containing sensitive data.

Cantono is even aware of one major international organisation which found its back-up tapes sitting on the pavement one morning when the driver taking them to the archive forgot to put them on the van.

## Restore is an even bigger issue

And it is really frightening to consider the problems of restore. After copying data to the back-up tapes, these are then transported off-site from where they can be retrieved if and when necessary.

We know this doesn't work too well (see attached box) as some customers have discovered to their cost. One customer of Cantono came to us for a solution after their back-up of their Microsoft Exchange data failed to restore.

They hadn't realised how critical Exchange had become in the lifeblood of the organisation. When they looked at their mission-critical enterprise data, they realised the old tape back-ups may have been good enough 5 years ago but with companies completely dependent on their IT systems, this no longer holds good.

Some companies they now have another serious problem - a lot of their key data is not backed-up at all.

## Examples of back-up problems:

- **Tapes get lost** – a simple failure of administrative process where the tapes are lost within the company or on their way to the remote back-up store, or even get lost within the back-up facility.
- **Administrative failures**  
Re-using the same tape or failing to perform the weekly copy is not unusual.
- **Restore doesn't work.** Tapes get damaged or misused and the processes aren't always followed correctly. It is estimated that there is a failure to restore data 27% of time from apparently successful back-ups.
- **Retrieval of the tapes from the back-up facility takes time** (either finding the right tapes within ones own facility or getting a 'man-in-a-van' to return the tapes from the remote store). This is just when you don't have the time.

## Remote Offices and Mobile Workers Hold 30% of company data

As companies move towards a more distributed approach with remote offices or with mobile workers much of the data becomes too difficult to back-up and therefore is ignored. It is estimated that this accounts, on average, for 30% of a company's data.

### Typical problems with remote offices

- They are too small to have a proper back-up system;
- The job of copying is often given to one of the most junior employees, who may inadvertently fail to run the process correctly (even in one case putting in a tape cleaner rather than a tape);
- The back-up tape is taken home by the administrator, and left in the car overnight – successful restores are infrequent in such cases.

## Don't tell the boss, but sometimes back-ups aren't even completed

As the amount of data has increased, so back-up times have also increased considerably.

It is not unusual to find back-up times exceeding 12 hours, and impinging on the next day's workload. It is not unheard of for staff regularly to work weekends to get the job done.

And sometimes, although senior managers don't know, the back-up never even finishes

### So what is the answer?

For some time, companies have looked at backing up to disc as a way of addressing some of the problems above. However, the amount of data which must be backed-up has meant that there are serious limitations related to network bandwidth – this is a particular issue for remote offices.

It also doesn't help in getting the data off-site and which means that the reliance on tapes is still there.

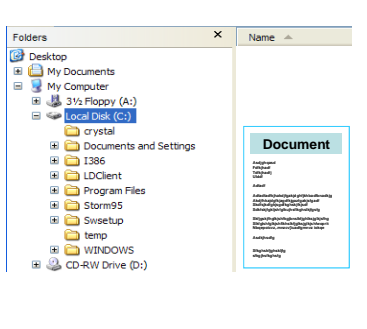
## Technology Breakthrough

But now there is a technical breakthrough which solves the problem and is already in use by major US companies. The solution, called InfoXafe<sup>®</sup> is now available in the UK and provided by Cantono ([www.cantono.com](http://www.cantono.com)), who have implemented it for a number of leading UK companies.

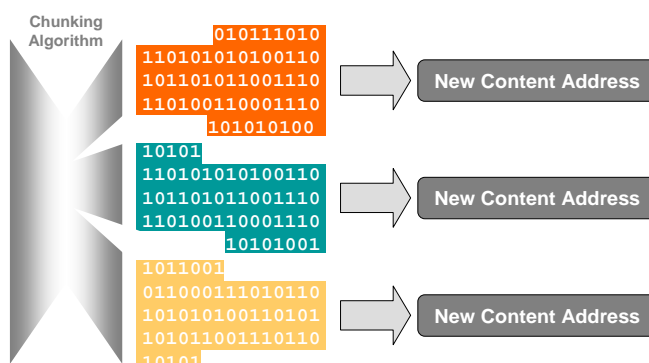
### Load on network reduced by 95%

The new solution uses patented Commonality Factoring technology to reduce the amount of data being moved by over 95%, while still providing full restores.

"This is the breakthrough needed to make disc-based back-up the approach for the future, and to handle the issue of remote offices.," states Ian Williams, Chief Technology Officer, Cantono Group plc.



1. Client agent walks the file system



2. Client agent breaks modified files into variable-size objects

3. Client agent assigns each object a unique identifier called a Content Address

## How InfoXafe uses Technology to Achieve Fast, Reliable Backups

## Benefits

This process has allowed companies to:

- reduce backup windows from hours to minutes;
- improve restore performance dramatically;
- replicate the data to remote locations using existing networks.

And this was done with reduced administration and less chance of operational error.

### The UK Experience

The first UK customers are achieving dramatic falls in back-up times (e.g. one company went from 11 hours down to 1 hour).

More importantly perhaps, restores are just as fast.

There has also been particular interest in using InfoXafe to improve the security of data by replicating it off-site (say 30km from the primary data centre).

Cantono are using their data centres to provide a complete service to companies. A number of these are piloting the solution for their file-and-print servers. It is all looking good, so perhaps we won't be relying on a man and a van in the future and may soon have heard the last about lost data on CDs.

**For more information please contact: [www.cantono.com](http://www.cantono.com) +44(0) 20 7653 9000**