

Modern Data Protection Meets Global Human Services

Compass dramatically reduces costs and eliminates 80% of daily tasks



CUSTOMER

Ingeus

INDUSTRIES

Health Employment

Youth Counseling

Justice

Education

SOLUTION

Cobalt Iron Compass

BENEFITS

Compass modernized the entire data protection landscape while saving over 80% in OpEx costs

SMART.
SECURE.
AUTOMATED.

SUMMARY

Ingeus is replacing its tape-based storage infrastructure with Cobalt Iron's Compass to simplify and improve global backup and recovery. Having Compass in place not only reduces costs and assures compliance, it lays a good foundation as the company moves more and more of its operations to the cloud.

SITUATION

Ingeus is a people-related services provider founded on the principle that people with barriers to work should be supported to thrive rather than left alone just to survive. Established in Australia

in 2002, Ingeus has built on this basic principle and created new, better ways to support its enrollees with award-winning programs. This success has allowed Ingeus to grow into a multinational organization with more than 2,700 employees providing services in health, employment, youth counseling, justice, and education across North America, Europe, the Middle East, and the Asia-Pacific region.

Operating in so many countries with so many people and so much sensitive data makes for a complex regulatory and compliance situation and an intricate backup and recovery scenario. Ingeus was looking to simplify its backup/recovery processes with a global solution, improve its backup success rate, and provide a cloud-ready platform so it can easily migrate required workloads to the cloud.



"We are in the business of supporting public services, and it is critical that we are great stewards of the information that is necessary to carry out our mission. Compass helps us in that regard by significantly simplifying and improving the operation of data protection while also conforming to the Ingeus commissioner's requirements."

David McPherson, Global Head of Infrastructure, Ingeus

Compass' combination of cloud-based SaaS, automation, and analytics has allowed Ingeus to realize a combined opex and capex savings of more than £200,000 per year.

Too old. Too slow. Too costly. Too unreliable.

Ingeus' backup system houses not only important patient/enrollee information that is subject to GDPR restrictions, but also compliance records for the services provided, which support government program and operations data necessary to run the business. The company's legacy tape environment alone was protecting 120 terabytes of data, with an expected growth rate of 25% per year.

Ingeus' oldest legacy systems were using backup software running on old servers and storing the data on tape systems for its two main UK data centers, located in London and Woking. Administrators had to maintain



the backup services using a system that was slow to run backups, required a high level of subject matter expertise on both the backup application and the tape system, and was becoming increasingly difficult to meet restore time frames for recovery point objective (RPO) and recover time objective (RTO).

Using aging appliances with tape-based storage and multiple data protection applications meant the old backup infrastructure was complex to manage and expensive to maintain. Its multiple systems were managed separately and did not provide sufficient reporting capabilities to meet increasing workloads and compliance requirements. The aging system led to three main issues for Ingeus:

- **Poor performance.** The company was failing to keep up with increasing demands for backup as workloads increased.
- **High costs.** Operating multiple backup solutions required a large amount of administrative overhead, and it was difficult to find and keep experts with the skills to operate and maintain the system. In addition, running multiple data protection applications is costly from a licensing perspective.
- **Spotty compliance.** Failed backups and restores, corrupted/missing data, and a general lack of reporting and audit trail capabilities caused many business continuity problems. Using multiple backup applications left several gaps that needed to be addressed.

Ingeus needed a new system that was not only cost-efficient from both a capex and opex perspective but provided a central point from which to manage and report on an enterprise basis. In addition, the solution would have to serve as a platform for incorporating new sites and workloads while being flexible enough to meet new requirements from new programs.

“Information is the lifeblood of our company, and having a data protection solution that delivers the performance and flexibility necessary to meet our compliance requirements without breaking the bank is critical to our IT governance strategy. Cobalt Iron’s Compass meets those challenges by cleverly using automation and analytics to simplify what was a complex problem for us while driving cost savings.”

David McPherson,
Global Head of
Infrastructure, Ingeus

Compass: Modern. Powerful. Efficient. Reliable.

After exploring several options, Ingeus embarked on a three-phase project to modernize its data protection with Cobalt Iron’s Compass™.

The first phase, which is now complete, was to replace the complex software/tape environment that supports Ingeus’ London and Woking data centers with a cross-replicating solution that’s easier to manage. Compass is a modern cloud/disk-based system that uses analytics and automation to drive efficiencies and improve performance.

Especially useful to Ingeus are Compass’:

- Single-pane-of-glass management with advanced reporting capabilities
- Analytics and automation, which minimizes administrative tasks while applying best practices to the backup/restore function
- Ability to cover all growing workloads using a single solution
- Cloud-based SaaS delivery that ensures future compatibility as new technologies become available

For Ingeus, Compass offered the best value from a functionality perspective. It requires minimal intervention by technical staff thanks to a high level of automation. It also provided the widest flexibility in deployment options to meet all the company’s data sovereignty requirements. Finally, Compass offered the best cloud integration, which makes it possible to migrate workloads easily to all public/private clouds. And Ingeus can do it all from one place.

Time and money saved. Compliance assured.

With Compass in place, Ingeus can efficiently meet all its backup and restore requirements and provide detailed reporting/auditing of its data protection landscape for reliable regulatory compliance.

Compass’ advanced analytics have dramatically improved backup success rates, and tape-related problems are gone. And because Compass leverages advanced analytics to proactively resolve most support issues, Ingeus has also been able to rid itself of any data protection infrastructure support issues.



COBALT IRON CASE STUDY: INGEUS

80%

of daily administrative tasks associated with managing legacy data protection environment eliminated.

In terms of hard numbers, Ingeus has eliminated more than 80% of the daily administrative tasks associated with managing its legacy data protection environment.

Importantly, Compass' combination of cloud-based SaaS, automation, and analytics has allowed Ingeus to realize a combined opex and capex savings of more than £200,000 per year.

What's Next

With the Compass platform up and running, Ingeus can now focus on the next two phases of its Compass deployment, which are scheduled to be completed over the next two years:

Phase Two

Integrate two additional UK sites (Farnborough and Corsham) and international sites in Australia, Korea, and Canada in a hub-and-spoke architecture. This phase is in the design/planning stage.

Phase Three

Integrate backup for new and transferred workloads in cloud environments.

Upon completion, Ingeus will be able to manage all backup workloads around the world from a single pane of glass and protect its data wherever those workloads reside — whether on premises or in a private or public cloud. Consistent data protection across the entire enterprise will allow Ingeus to handle future growth and compliance requirements.

