Pulsant's Reading South data centre proves **perfect fit for data management** disruptor

redstor™

Pulsant
Connect to your potential

Redstor is a cloud data management provider, managing and protecting the critical data of more than 40,000 organisations and handling more than 100 million data restores annually.

CHALLENGE:	SOLUTION:	OUTCOME:
To find a high-capability colocation facility with total reliability	Colocation in Pulsant Reading South data centre with remote hands service	Elimination of downtime and advanced security for Restor clients
More manageable costs	Advanced security provision	Immediate access to data and centralised control of thousands of assets
Enhanced security	Superior connectivity and exceptional reliability	Significant space-saving for office expansion

Redstor – experts in data management with a global client base

Redstor is disrupting the world of data management. Its pioneering technology provides borderless visibility and on-demand access to all a client's data, wherever it is stored, through a single control centre. The company's services include backup and recovery, disaster recovery and archiving. Its InstantDataTM technology streams the data that users need on demand, which requires 100% uptime.

Headquartered in Reading, the company has 40,000 clients globally and conducts more than 100 million data restores each year. It has enjoyed 30% year-on-year growth.

Critical data management responsibilities demand colocation with total reliability

With responsibility for the management and protection of critical data belonging to its clients, Redstor needed a colocation solution that

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Dan Franklin

Senior Technical Consultant, Redstor

would guarantee total reliability and enable it to provide a frictionless service to clients. The business also needed a solution that would keep costs manageable and offer the enhanced security controls required to gain vital industry accreditations.

The Reading South data centre, met Restor's strict criteria. Less than two miles from Redstor headquarters, the facility fulfils the requirement for local provision. But it also offers the very highest levels of advanced security, from iris-recognition scanning to 27/7 CCT and monitoring. Above-standard 2N redundancy means Restor has complete confidence in the resilience of data backups and the speed of the recovery process.

Fast implementation

The initial infrastructure implementation was rapid and straightforward. The Reading South data centre's superior connectivity, plus its extensive network of 12 linked data centres – including key interconnection points in Slough and London – enabled fast deployment of multiple high-capacity connections into Redstor's existing facilities.

Exceptional reliability enables the company to keep its promise to provide clients with on-demand access to their information. Alongside the technical benefits, Redstor values the professional and personal remote hands assistance provided by the data centre's expert on-site support team.

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Senior Technical Consultant, Redstor

Responsive service

Dan Franklin, Redstor's Senior Technical Consultant, says: "We've always found the Reading South engineers responsive and capable in dealing with our requests – typically for tasks such as receipts for goods delivered, help with racking servers, and troubleshooting issues with our hosted infrastructure.

"They've proved to be very knowledgeable and are always willing to help with anything related to our network and infrastructure. We've been able to reduce the time our own staff spend on site for these purposes."

> " We can also arrange access to the facility when we need it – something which can be a bit of a barrier with other providers! "

Dan Franklin

Senior Technical Consultant, Redstor

Easy-to-use customer portal and greater flexibility

Franklin also highlights the ease-of-use of the customer portal, which enables the company to access 27/7 remote support as well as obtain frequent service updates. "The customer portal gives us full visibility of all aspects of our colocation services, and our entire network," he adds. "This makes it simple to monitor clients' data assets through one single, reliable user interface. We can also arrange access to the facility when we need it – something which can be a bit of a barrier with other providers!"

The flexibility has helped Redstor with modelling costs, as well as making it easy to change the size of its footprint as the business expands

or evolves its infrastructure. "They're able to provision extra racks very quickly," explains Franklin. "We've also been able to make a recent change which involved consolidating the data we manage onto higher density storage, giving us a smaller and more efficient footprint; we expect to grow this again over the next year."

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