



## DataMatters finds peace of mind with Zen's Disaster Recovery facilities

### About DataMatters

DataMatters is a computer software company which provides software and consulting services to the insurance industry. DataMatters Limited is located in Heywood, Lancashire.

### Project Overview

#### Business Requirement

- An off-site Disaster Recovery facility for business critical IT data

#### Solution

- Secure, North West based data centre with resilient power supply

#### Business Value

- Peace of mind, business continuity and confidence to expand

#### Industry Focus

- A computer software company for the insurance industry.

### The Challenge

DataMatters' provides a range of IT services to the Coversure Group including running a franchise operation, insurance wholesaling and direct web sales. These services are critical to the running of Coversure's day-to-day business operations.

DataMatters were aware that hosting these business critical services from a single site did not lend itself to effective disaster recovery planning; if the site went off-line then every one of DataMatters' services would cease to function. With their reliance on their single site clearly an issue, DataMatters sought a solution which would mitigate the risks associated with this single point of failure.

DataMatters evaluated various options which promised to provide IT systems recovery in the event of a single site failure; and thus safeguard the integrity and availability of their business critical IT services. The key issue for DataMatters was business continuity, and recovery times needed to be fast to ensure minimal disruption to staff, clients and key IT systems.

The physical location is one that is away from the high-risk city centre whilst being easy enough to reach when we need to get onsite.

Bob Pickering,  
Network Manager,  
DataMatters Limited



## The Solution

The colocation solution proposed to DataMatters provided the necessary data center capacity in a separate geographic location which DataMatters could fail-over to in the event of a main site disaster.

Zen Internet provided DataMatters with a dedicated cabinet in which they could host their hardware and connect to Zen's resilient network. This standby infrastructure could spring into action at a moment's notice, thus providing DataMatters with an effective disaster recovery plan which would significantly reduce systems downtime in the event of a failure at the primary site.

In addition to providing an answer to DataMatters disaster recovery problems, the colocation facility provided by Zen Internet also allowed DataMatters to design new IT systems with greater availability and reliability.

By putting live IT systems within the colocation facility DataMatters was able to reduce traffic bottlenecks at their main site, thus improving performance. Furthermore, DataMatters could failover these colocated live systems back to the primary site, providing an additional level of systems recovery.

"We wanted to spread our risk. Using Zen's data centre solution meant we could split our operation risk between the two sites," said Bob.

**"Having worked in partnership with Zen for many years, we knew that Zen could allow us the flexibility to tailor the solution to suit our exact requirements"**

Bob Pickering, Network Manager, DataMatters Limited

## The Benefits

The introduction of a disaster recovery plan has allowed DataMatters to plan ahead and focus their efforts on developing and growing their business, safe in the knowledge that the hosting infrastructure will be reliable, available and secure.

DataMatters now has peace of mind that the business will still function if the main site goes down, thus ensuring business continuity. A physical disaster or server failure could have cost them heavily but they no longer need to worry about that.

### Business Values:

- Peace of mind
- Business continuity
- Confidence to expand

## Zen Internet

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## Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability.

## What Zen Offer

Whether you want a fast, reliable Internet connection, want to build an online presence, or need a server to provide hosted applications, we can help. Our portfolio includes:

### Connectivity

- Broadband
- Voice
- Leased Lines & Ethernet
- IP VPN
- Managed Firewalls

### Hosting

- Domain Names
- Web Hosting
- Managed Hosting
- Dedicated Servers
- Colocation

### Data Backup

