



Custom Pharmaceuticals is an independent and progressive supplier to the pharmaceutical industry offering a complete service to meet all your needs from formulation development through to commercial production. Custom Pharmaceuticals has been established for over 30 years and has recently invested £5 million in new plant and services. Based in Brighton they have two main offices either side of town each with its own IT network.

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Michael Brookes
IT Manager

Challenge

Like many companies, Custom Pharmaceuticals installed a tape backup drive and software on at dual sites to save their data at the end of each day. Two members of staff were given the task of taking backup tapes offsite every night and replacing tapes each day. With the inherent problems of solely relying on tapes as a backup plan (71% of tapes fail to restore correctly-Gartner research), Custom Pharmaceuticals wanted complete peace of mind & protection for their data. They needed to ensure that if a disaster struck or if they just simply deleted a single file, they could retrieve the data easily. They decided that the best solution was SafeData's online Backup service.

How did we help?

SafeData partner Valusys was brought in to assist with the new installation. By switching to an online backup service, Custom Pharmaceuticals ensured that all the company data is saved automatically every day. If any document is corrupted, they can search through previous versions of the file and restore the right copy with just a single click. They receive a daily email alert that systematically informs them of the status of their backup and tells them that their data has been saved. They can log on at anytime to retrieve lost files.

Results

Michael Brookes, IT Manager at Custom Pharmaceutical had this to say “We found numerous benefits once we started using SafeData. I would say the major ones included the management of backup tapes, no longer ensuring that tapes are brought back to site and the time it took to check the backup was successful. It used to take about 15 minutes to restore a file, it now takes seconds, plus with automatic emails I know backups have been successful, especially over the weekend as I am not onsite”. Michael also found that days would go by when a tape was not changed or the backup device had ejected the tape and he was unable to get to the other office to assess the situation. He has estimated that each year he has saved around £300 on tapes alone, not to mention the time it takes to complete and restore backup at both sites, changing tapes, power saving and support calls when the tape drives became faulty. At SafeData we were extremely pleased with these results and see it as a positive testament to the effectiveness of the product.

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