

Thomas Higgins safeguards business continuity and compliance with Arcserve



CLIENT PROFILE

INDUSTRY: Legal

COMPANY: Thomas Higgins

EMPLOYEES: 25



THOMAS HIGGINS LIMITED Solicitors

Thomas Higgins has been specialising in B2B debt collection since 1980. The company has always been innovative, and its technology-led approach supports its 25 employees to deliver fast, efficient and cost-effective service to clients.

CHALLENGE

With an app for clients to log and view cases online, highly-available IT is at the core of Thomas Higgins' paper-free business. When its existing backup solution reached end of life, the company needed a reliable, low-maintenance replacement.

SOLUTION

The company deployed two Arcserve Appliances that backup and deduplicate 38 terabytes of raw data. Incremental backups are taken, with an additional tape backup providing an added layer of protection and compliance with industry regulations.

BENEFIT

With backup and recovery timescales and management significantly reduced, the IT team is freed up to spend more time supporting IT users and making sure clients can collect their debts more efficiently.

BUSINESS

Helping businesses protect cash flow

Established in 1980, Thomas Higgins Ltd has been helping businesses in the UK protect their cash flow and recover outstanding payments for nearly 40 years. The company has a culture of innovation, and has been leveraging the power of technology to improve efficiency since its infancy, even going paper-free in 1994.

With 90 percent of work coming in via its online system or client-facing app, the team of 25 employees can support a larger customer base than competing firms, and in a 2013 survey of 5,000 clients the company received a good or very good rating from 98 percent.



CHALLENGE

Protecting customer investments

As a Lexcel-accredited company, regulated by the Solicitors Regulation Authority, Thomas Higgins needs a robust and reliable backup and recovery solution to keep business-critical data safe. Having been paper-free for more than 20 years, the business is underpinned by significant volume of digital data.



It's crucial that data is highly available to ensure we can continue to give our customers the high quality service they expect.

– Steve Tasker, Head of IT at Thomas Higgins



“Our master server holds all our scanned images, every piece of correspondence and all of the templated documents that support our staff,” comments Steve Tasker, Head of IT at Thomas Higgins. “It’s crucial that this data is highly available to ensure we can continue to give our customers the high quality service they expect.”

The company’s incumbent data protection solution was slow and time-consuming, however, with backups started at 5pm often still running after 9am the next day. “We need to be able to act quickly in the event of an incident,” says Steve Tasker, Head of IT at Thomas Higgins. “When our previous backup solution was reaching end of life, we took the opportunity to find a low-maintenance tool that we could set and forget.”

The company needed a new solution with both disk and tape backup capabilities, that would help it comply with regulatory requirements to store data for six years and one month.

SOLUTION

Comprehensive backup and recovery

After evaluating the solutions on the market, Thomas Higgins took advantage of Arcserve’s free four-week trial before deploying two Arcserve Appliances, each at a different location.

“Being able to try before you buy is really reassuring to make sure the solution is a good fit, and within two weeks we knew it was right for us,” confirmed Tasker. “Having an all-in-one solution means we don’t have to worry about sourcing compatible hardware and makes troubleshooting much easier. If we have any issues we know Arcserve Support Services is there to help.”

Arcserve Appliance also takes the complexity out of daily management; it’s simple to set up, easy to use and generates reports via email to notify the team of whether backups have successfully completed, or whether there are issues they need to address.

The solution takes incremental backups that take around 10 minutes to complete. The company’s 38 terabytes of data is then deduplicated to approximately 12 terabytes,

and split between the two appliances to safeguard business continuity in case one fails. A tape backup is then taken and stored off site, where data is held for the required time period.

The solution also speeds up data recovery, and during a server failure, the team was able to use bare metal restore to get it up and running again in just one hour. But that’s not the only way Arcserve helps Thomas Higgins to keep the lights on. “My favourite feature is that I can spin up a virtual environment and try things out in a sandbox area away from the network before going live,” says Tasker. “It completely eradicates the risks associated with rolling out anything new on our systems.”



BENEFIT

Safeguarding productivity

With Arcserve Appliance, Thomas Higgins has a comprehensive backup and disaster recovery solution to safeguard its business-critical data. “Arcserve is our belt and braces. As a paper-free office it’s absolutely essential that our files are protected against data loss,” comments Tasker.



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The low-maintenance solution has also enabled the company to:

- Improve productivity
- Reduce risks
- Ensure compliance with industry regulations.

“Now that we’re spending less time managing backups, we can spend more time supporting our users and helping clients to collect their debts,” concluded Tasker.



For more information on Arcserve, please visit [arcserve.com](https://www.arcserve.com)