



CLOUD

STORE

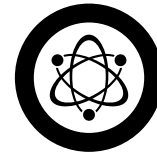
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FOCUS ON:
**ENERGY &
UTILITIES**



Business sector

Energy/utilities

Organisation

Energy Management LLP

About

Energy Management LLP

A utilities management consultancy located in the South West, Energy Management LLP works with major brand clients throughout the UK and Europe advising them on the best energy deals in a volatile market. They chose to move all their digital data back-up and storage to Restore Online four years ago, as Operations Manager, Steven Barrington, explains.

01. The challenge

The utilities industry is a data-hungry industry. There are a lot of legal requirements in place over and above the Data Protection Act, for instance. All the transactions we conduct on our customers' behalf have to comply with schemes such as the Climate Change Levy Agreements required by HMRC. Like the majority of businesses, we also have to keep all our operations data on file for years, to have it at our fingertips at the touch of a button. In our line of work, too, the local authority tendering due diligence insists on data back-up.

Data security is vital and we'd tried a number of in-house back-up and storage tactics over the years. In the spirit of striving for continuous improvement, however, we were concerned not to leave ourselves open to risk or a loss in efficiency, so when Restore approached us to suggest we try them out, we were more than ready to listen.

02. Our experience using Restore Online

We use on- and off-site data back-up and storage. On-site is an external hard drive, monitored by Restore Online, which works automatically, extracting information and saving it a couple of times during the day and at night. It really is painless.

Off-site, we choose to store everything on Restore's Cloud, not on digital tapes or discs. Cloud is brilliant for instant access, everything's at your fingertips – literally. This means we can use archived data sets to compare, swiftly and accurately, current energy prices and sources so that our customers get the best deals.

When I say the systems are monitored, Restore Online are actively watching them – and I have a good example to prove this. The Restore team recently called us to say that our in-office hard-drive wasn't responding to their software or ours. A swift check and we found that the device had been unplugged by the cleaning team!



www.restore.co.uk **0844 725 5540**





CLOUD

Notes

Complete information management:

5 reasons to choose Restore

1 Flexibility – with Restore as your outsourcing partner you can be sure we will listen to what you want, then deliver it.

2 Nationwide – we offer a truly national service with a range of document handling choices – and we're still growing.

3 Complete information lifecycle – from Cloud data back-up where information is available at the touch of a button, to near storage document management where information is accessible within hours, to deep, specialised storage of archive papers, we make sure you have what you want, when you want it and where you want. And, at the end of your information's life, we dispose of it efficiently, responsibly, securely.

4 Control – by handing responsibility for security, logistics and compliance to Restore you are effectively taking back control over your information. You can rely on us to work in partnership with you, caring for your information in dedicated, approved facilities right across the UK.

5 Feel the benefits – we give excellent value for money, timely communications that are tailored to your needs, professional and experienced staff at every level – no wonder our customers will tell you that moving to Restore is 'the best decision you'll ever make'!

And that's a large part of our experience with Restore Online. The people we deal with are pleasant, on the ball and experts in their business – whether that's providing great customer service or technical knowledge. We know we can trust them to make sure our historical data, and our clients' data, is backed up securely and is retrievable in a moment.

03.

Our results since using Restore Online

The best result for us is that we simply haven't had any problems – no need to use the disaster recovery plan. At all. Smooth, fast, reliable – the systems on- and off-site have freed our minds of the concerns raised by data back-up, and freed up our time.

For our customers the fact that we can access all their data, historical and right now, for comparison against an ever-changing energy market means we are able to save them money. For our multi-sited major brand clients, that adds up to significant amounts.

In a dedicated consultancy like ours, that's the best news of all for us.

What I like best about Restore Online

“

Peace of mind that our data is securely backed up and easily accessible to give us the leading edge in saving our customers money. ”



Steven Barrington,
Operations Manager,
Energy Management LLP

