

Backup Direct[®] Customer Viewpoint - St. Gemma's Hospice



About St. Gemma's Hospice

St. Gemma's Hospice was opened in 1978 in Moortown, Leeds. It is the largest Hospice in West Yorkshire and the fourth largest in England.

The Hospice provides specialist medical and nursing care for people with life threatening illnesses, predominantly cancer, along with active support for their families and loved ones.

The charity prides itself on providing compassionate and skilled specialist palliative care of the highest quality, both in the Hospice and in the Community.

St. Gemma's relies on regular donations and individual contributions from a wide circle of benefactors to enable them to carry out their valuable work.

Yorkshire's largest Hospice uses Backup Direct to protect critical data

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Individual Care

Care is offered to patients and their carers in a variety of ways: in the Hospice's In-Patient Unit, or in patients' own homes using Community Teams and St Gemma's Day Services, which include the Day Hospice and Out-Patients department.

Generous donations keep the Hospice running

Like the majority of Hospices in the UK, St. Gemma's relies on regular donations and individual contributions from a wide circle of benefactors to enable them to carry out their valuable work, and without this generous philanthropy few Hospices could exist. Running costs for St. Gemma's are forecast to be around £8 million for 2010/11 and the majority of this funding has to be raised through donations, legacies, fundraising initiatives and a chain of successful charity shops.

Fund raising is critical

Paul Williment is the IT & Design Manager at St. Gemma's Hospice. "We rely on charitable contributions from a list of wonderful patrons and without them we could be forced to cut back on our services or even close. This is why our fundraising database is so critical to our existence, and the reason we choose to protect and secure it using the **LiveVault**[®] server backup service offered by **Backup Direct**."

Hospice files secured and protected

Paul said, "We have used Backup Direct for over eight years to provide data protection for SQL server files, Microsoft Exchange email system and file sharing applications. In the event of a problem or loss of data or even total destruction of our computer system, we can relax knowing that a total system restore can be



About Backup Direct

Backup Direct is the business-backup company. We combine enterprise-class technologies with service excellence.

Today we protect over 2000 UK small-medium businesses with a suite of trusted, affordable IT subscription services, including online backup for PCs, Servers and Macs, disaster recovery, managed encryption, email security, remote support and help desk.

For press enquiries contact 0800 0789 437 or email sales@backupdirect.net.

Available Services

- **Server Backup** from Iron Mountain's multi-award winning LiveVault® solution, Attix5 Professional Server backup and Asigra® Vaulting.
- **PC Backup** solutions from Iron Mountain's renowned Connected® technology and Attix5® Professional PC backup
- **Disaster Recovery** solutions developed using Plan B® Disaster Recovery technology.
- **Data Encryption** service based on Beachhead Lost Data Destruction® (LDD) technology.
- **Email Security** package including Email Filtering, Continuity and Archiving from Webroot®.

effected within a few hours without loss of data."

"Fortunately" Paul revealed, "we have never been in a position where we have had to implement disaster recovery, but it is gratifying to know that the assurance of backup protection is there in the unlikely event of a total system loss. The online backup system is highly secure and fully trusted by many medical and financial users."

Sensitive data cannot fall into the wrong hands as it is fully encrypted using 256-bit AES encryption standards and transferred to dual top grade data vaults through SSL (Secure Socket Layer) communications. Backup Direct's LiveVault® solution is fully compliant with ISO27001 standards and for ultimate peace of mind all data is stored in secure and disaster proof data centres.

Easy to use control panel interface

Paul went on to say, "We have had reason to restore individual files and mailboxes, and this has proven to be remarkably easy through the web control panel interface, taking just a few minutes to sort out and get the files back to where they were."

Successful backups confirmed

Paul added, "The benefit for everyone is that LiveVault® works in the background and does not interfere with ordinary working. The Backup Direct support team always confirms successful backups and will immediately inform us if there has been a problem or failure with the backup of any data. I can talk to the support team at any time and obtain advice or information on the current situation. They are available 24/7 and always approachable, and I certainly would not hesitate to recommend Backup Direct as a data protection partner. I am confident that we will continue to protect and insure the safety of our data through Backup Direct for many years to come. It's also worth mentioning that Backup Direct has been very supportive of the Hospice and have sponsored two beds in our In-patient Unit for which we are grateful."

Critical data protected

Eliza Rawlings is Sales and Marketing Director at Backup Direct, "We are delighted to provide the essential backup and recovery systems for St. Gemma's Hospice. We understand the importance of their critical data, particularly their fundraising database, and we are proud to provide the essential protection they need, and to have helped them in a small way through our bed sponsorship."

You can learn more about the Hospice and its valuable work at www.st-gemma.co.uk or call them on **01132 185500** to assist their cause or request their help.

If you would like to discover more about the individual backup and restore solutions provided by Backup Direct then please do not hesitate to call free on **0800 0789 437**, or visit our website at www.backupdirect.net