



Every modern businesses relies heavily on the integrity of its IT infrastructure, and few more so than UK Data Backup. The Glasgow-based company, which provides services to organisations all over Britain, offers firms a unique and fully-customisable data failsafe in the event of a network crash.

Its own networks, therefore, must be sufficiently robust and reliable beyond doubt in order for the company to provide a viable service to its customers.

Director Edi Reavey admits that sourcing a specialist to host servers was a painstaking task, but one on which he wasn't prepared to compromise.

He says: "Our customers need to know that our backup services are as close to infallible as it is possible to get. Businesses now have legal obligations to make sure their data is secure and protected, so our customers have to trust that their information will be safe even if they have problems with their own systems.

"We have two servers with iomart, and our own back-up gives us quadruple data replication, so for all of our systems to completely fail would take a pretty severe act of God."

Edi says that iomart's 100 per cent uptime guarantee provided reassurance over the integrity of the servers. The company has four data centre sites throughout the UK, each purpose-built with state-of-the-art environment control to ensure the server racks are kept in perfect conditions.

iomart's industry-leading reliability ticked one major box for Edi and his fellow director Stephen Davidson, but the decider was iomart's first-rate customer service and willingness to go the extra mile.

Edi says: "There was immediately a rapport between us and iomart, rather than a feeling that we were just a customer, which made us feel at home with them.

"We had been talking to quite a few data centre providers, but after we'd been to see iomart we stopped discussing our requirements with

anyone else because we were so pleased with what was on offer."

Edi – an accountant with a keen interest in technology – and IT expert Stephen set up UK Data Backup after spotting a gap in the market for a flexible, multi-platform contingency service which could be easily operated by the customer.

The application can be used with Windows, Mac, Linux, Solaris and others, and is operated via a control panel on the desktop. The web-based interface allows systems administrators to control back-up and replication schedules on different machines in an office, or even remotely in several offices throughout the country. Edi says his test of customer service is set by how companies handle complaints, but admits iomart haven't had to undergo this particular assessment.

"I've had nothing to complain about," he says. "That speaks volumes about how happy we are with the service – iomart does its job very well which allows us to concentrate on doing ours.

"Any time I've had to ask a question or take some advice, it's been such an easy experience. Nothing is too much trouble and as far as I'm concerned if I was to rate iomart out of 10 I'd give it top marks every time. I just can't find fault at all."

A willingness to offer services beyond the contract might sound like a small thing, but for Edi it's these small things which make the difference.

iomart provided office space in its data centres during the set-up phase for Edi and his colleagues to make calls and carry out other important work, saving time and making the process run more smoothly.

"They even went so far as to offer us one of their overnight rooms while we were in the final stages," he says. "It might not have a direct relevance to running servers, but it adds value and it's nice to be offered instead of having to ask."

