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Nitin Patel  
IT Operations Manager



## Lavendon Group

### Situation

The Lavendon Group, a worldwide market leader in the rental of powered aerial work platforms and mobile elevating work platforms, had administered backups on a server-by-server basis using Symantec’s Backup Exec. This process was incredibly time-consuming with daily management and administration. When Backup Exec discontinued support for a key component of their environment, Lavendon was in trouble. “Suddenly we were left in a situation without the ability to back up our critical data. We set out immediately to find another solution,” related Nitin Patel, IT Operations Manager for UK’s Lavendon Group.

#### ENVIRONMENT

Lavendon’s environment consists of a mix of physical and virtual servers running Linux, Windows, Netware and Open Enterprise. For their virtual environment, they primarily use VMware and have a number of databases including Microsoft SQL, MySQL and several email platforms including, GroupWise, MS Exchange and Lotus Domino. Lavendon has servers at multiple locations spread across the globe. For backup hardware, Dell, HP and LeftHand SANs are utilized.

#### SOLUTION

“An ex-colleague of mine had heard about SEP from a peer while attending a training course and then again at an Open Horizons event. We decided to evaluate the product and, after our initial review, found it met our requirements,” stated Patel.

#### RESULTS

Using SEP, Lavendon can centrally administer and manage the company’s local backups, as well as backups in remote areas and in other countries around the world. IT personnel can now set up backup tasks to run at any time, or all at once. SEP’s patented Multi-Streaming Technology means Lavendon no longer has to babysit their backup environment since multiple data streams can be backed up simultaneously.

Patel and his colleagues have developed a strong working relationship with the SEP technical team and have always been pleased with the support. “The technical support provided by SEP is first class. They are very responsive, very knowledgeable and go the extra mile to ensure our issues are dealt with and resolved in the shortest time possible,” said Patel.

SEP Software is the premier technology leader providing high performance backup and disaster recovery solutions for professional IT infrastructures of all sizes. SEP delivers seamless solutions with one central interface to easily manage backups for heterogeneous environments.

SEP's software ensures that data security for both virtual and physical environments can be easily and cost-effectively achieved. SEP is the ultimate expression of German engineering and attention to detail. Design and programming originate from SEP offices in Weyarn, near Munich, Germany, where overall performance and reliability are of the utmost concern.

## RESULTS CONT'D.

"The minimal amount of maintenance required for SEP is noteworthy. We set it once and it just runs. Adding hardware, applications and applying updates are amazingly quick and easy," Patel added.

The initial installation of SEP was accomplished at the company's UK headquarters over a few days. They were able to install and configure their processes quickly without any interruption to Lavendon's workflow. "SEP's easy installation, blazing fast speed, reliability and first-class technical support place it head and shoulders above the competition," said Patel.

The SEP support team was able to assist with the installation to overcome any minor issues Lavendon encountered. Once the administrators became familiar with SEP, Lavendon's staff remotely implemented the solution at operations in the other countries without further assistance and without the need to travel to install the software on-site. "This was very simple and easy to implement," recalled Patel.

Any type of data loss would heavily impact Lavendon's operations and prevent them from performing their jobs. "If the company's IT managers were in a situation where they lose data and we are not able to recover it quickly, it would be a significant problem. Our Finance and Operations Department would be impacted the most," said Patel.

Patel and his team are confident that SEP is one of the most reliable products they have ever seen. "SEP now enables us to successfully back up all of our data on any operating system platform that we use," reported Patel. To date, not one instance of a backup or restore has failed while using SEP.

## FUTURE PLANS

SEP is now a core component of Lavendon's backup strategy. "We are currently looking at and scoping our DR strategy and SEP will be an integral part of the solution we implement," said Patel.

## ABOUT THE LAVENDON GROUP

The Lavendon Group is a UK based company that employs around 1,600 people, 76 depot locations and a fleet of over 20,000+ access platforms. They are the European and Middle East market leader in the rental of powered access equipment. The equipment they provide enables users to work safely, productively and comfortably at height, whatever the application. From depots in Bahrain, Belgium, France, Germany, Kuwait, Oman, Qatar, Saudi Arabia, the UK and the United Arab Emirates.

