Nominated company: Databarracks

Nomination Title: Unparalleled Disaster Recovery and Backup as a Service on the most resilient IaaS

Databarracks has a proven track record in delivering Disaster Recovery as a Service and Backup as a Service to our customers, predominantly in the small-medium enterprise space.

We pride ourselves on the security of our customers' data and are unique in having our data centres located in state-of-the-art nuclear bunkers, which were designed to protect command and control systems in the event of a nuclear war. Both of our data centres are ISO27001 and PCI compliant. Our primary data centre is an impenetrable fortress, situated on 18 acres of land, outside the M25 and sits 30 metres below ground. It has concrete walls three metres thick and steel blast proof doors weighing over two tons. All systems are inside faraday cages protecting against Electro-magnetic Pulses (EMP) and tempest (digital eves-dropping). Backup and storage servers are protected by an in-rack gas fire suppression system. Layered on top of this physical inaccessibility is a 24-hour watch with guard dogs, CCTV and a series of sophisticated access controls that offer the ultimate in protection from a myriad of attacks, including crackers, terrorist attack, electro-magnetic pulse, electronic eavesdropping, HERF weapons and solar flares.

We are members of the Cloud Industry Forum and utilise innovative, purpose built cloud technologies such as Asigra, SolidFire, Zerto and VMware, we are a VMware vCloud Powered Partner.

Our business is structured to enable companies to engage with us and sign up for our services easily and transparently, they can obtain a quick quote directly from our website or engage in online chat prior to speaking with our team of experts. We can provide an upfront assessment of requirements to migrate workloads to our cloud platform and can provide onsite engineers to undertake the migration. Once workloads are running on our managed service, we provide a free 24/7/365 support service. We staff our free-phone telephone support lines with trained engineers 24/7/365. We can support on-site anywhere in the UK and also offer remote and telephone support across the globe at any time.

This all combines to provide an unparalleled level of service that we frequently receive letters of thanks from our customers, we believe this is primarily due to the fact we treat our customers as we ourselves wish to be treated.

Many of our customer testimonials focus on the level of assurance we provide and thus enable their IT teams to focus on more productive aspects versus than worrying about backup; a couple of highlights include:

"Databarracks have been backing up our data for four years now. Throughout that time, the customer service has been good and the support staff have been helpful. What has really stood out to the IT team here at Smythson, though, is the convenience of the managed backup service. It means our staff can focus their efforts on more productive means, while safe in the knowledge that Databarracks' dedicated team of technicians are ensuring seamless backups." John Cutmore, Smythson of Bond Street.

"With a busy IT Department, we at YO! Sushi were struggling to ensure complete and secure backups were being taken on a regular basis using tapes, particularly over the weekend when a large number of our transactions take place. As we already had considerable available bandwidth, it made sense to move to an online solution and after a successful trial Databarracks are now managing and monitoring our backups, leaving us assured that we can recover any data at anytime." Billy Waters, YO! Sushi.

The assurance we provide our clients provides a significant, but sometimes intangible, cost saving. In backup and disaster recovery scenarios, the real cost saving in the event of a disaster is how quickly can you get backup and running? With Databarracks' cloud offerings we provide our customers near instant failover, ensuring their business continuity and securing their revenue streams.

We established these service offerings back in 2003 and customers include Help for Heroes, Save the Children, Legal and General, The FSA, Ping and YO! Sushi. In 2013, we expanded our service offerings to include Infrastructure as a Service and also enhanced our go-to-market strategy with a defined channel programme, as well as updating and enhancing our Disaster Recovery as a Service and Backup as a Service.

Why nominee should win

- Databarracks secure cloud Infrastructure as a Service (IaaS) is built using SolidFire's SSD storage that is designed specifically for the cloud providing high performance and guaranteed QoS.
- We offer fully managed online backup services from our infrastructure, giving flexibility and scalability. Alternatively, we can supply and manage data backup operations on customers' own dedicated backup vault.
- Our Disaster Recovery as a Service cloud offering provides a scalable, cost effective disaster recovery solution that ensures a business continues working whatever the threat.
- We have a dedicated team, a proven platform, a profitable business and, most importantly, we have happy customers who continually renew with us.