

greateranglia

All aboard! Greater Anglia embarks on cloud journey with iland Secure Cloud Backup for Veeam.

Client Profile

Greater Anglia is a major train operating company (TOC) in the UK offering commuter and intercity services at 133 stations across the region from Central London throughout the East of England. In 2021, Greater Anglia was named "Train Operator of the Year" at the Rail Business Awards for the second consecutive time and a Gold Accreditation through the IdeasUK Innovation Assessment.

Extreme Makeover: Train Edition

Over the last five years, Greater Anglia made two massive investments. First, the company decided to replace its entire fleet. The brand-new trains are due for completion at the end of 2021 — an unprecedented feat in terms of scale. In addition to this vast undertaking, the company replaced its wide area network (WAN) to accommodate Microsoft 365, including OneDrive, Teams and SharePoint.

"Our new trains are deploying more modern technology and infrastructure, which meant we had a lot of legacy applications that were defunct when the new applications came in. From there, we began looking to push a lot of applications either to the cloud or to suppliers in their own cloud environments," said Himesh Patel, Head of IT Service Delivery at Greater Anglia.

Challenges

- Eliminate burdensome tape backups
- Reduce backup costs
- Enable secure and reliable access to data
- Protect against increase in cyber threats

Solution

- iland Secure Cloud Backup for Veeam (BaaS)
- iland Secure Cloud Backup for Microsoft 365

Benefits

- Continuous data availability and business uptime
- Seamless integration with Veeam
- Innovative and comprehensive service in line with company objectives
- Flexibility for future growth

Profile

- Size: Commercial
- Industry: Transportation



“All the conversations we’ve had with the iland team have been very transparent, very up front. There’s been nothing hidden in the whole process. Our requirements were listened to and were factored in. The most important thing for us is building a partnership with a reliable provider. We’re not in it for the short term, it’s a long-term partnership.”

Himesh Patel . Head of IT Service Delivery

Protecting Their Investment

Great Anglia’s journey to the cloud began with a mandate to secure the company’s Microsoft 365 investment. Himesh and his team knew full well that Microsoft offered little in terms of backup protection and to make matters worse, malicious attacks, like malware, ransomware and phishing, were on the rise.

“It was a twofold exercise,” said Himesh of beginning the cloud journey. “Evaluating where we could get the company to scale by leveraging the cloud, but also shifting our mindset toward embracing the innovative technology that’s now available.”

Himesh selected iland Secure Cloud Backup for Microsoft 365 and iland Secure Cloud Backup for Veeam Cloud Connect — solutions that could protect the company’s critical data from internal and external cybersecurity threats, reduce the total cost of data protection and retention, and help move its overall backup strategy away from outdated technologies like physical tape.

“iland Secure Cloud Backup is an elegant solution, particularly because of its integration with Veeam,” said Himesh. “It has worked quite well. The overall solutions architecture is what we were looking for and it’s something we can certainly build on in the future.”

Back(up) to the Future

According to Himesh, these latest innovations for Great Anglia, especially its move to the cloud with iland Secure Cloud Backup, are just the beginning of utilizing technology and embracing a change culture. “This has been a unique opportunity for us,” said Himesh. “These first steps have been a massive transformation in how our business works and operates.”

Himesh said he’s looking forward to being able to utilize modern platforms to leverage economies of scale and drive cost efficiencies. Though they started off small, he said they’ve already started discussions about migrating everything to the cloud with iland’s Infrastructure as a Service (IaaS) option.

“We’re committed to going through that cloud journey. Right now, we’re trying to tick the right boxes in terms of the sort of people we want to do business with and have long term business relationships with,” said Himesh. “iland fits that bill.”

Freeing Up IT Resources, Now and in the Future

Before migrating to the cloud, Great Anglia had been backing up its mission-critical applications on premises via backup-to-tape technology. Himesh and his lean, 10-person IT team were allocating a considerable amount of time to maintaining this outdated approach. He realized that a resilient, scalable approach was needed if IT were to tackle key business objectives like rolling out the new trains, IT infrastructure, and new customer information screens at each station.

“From a strategy point of view, I think cloud backup is excellent,” said Himesh. “It just moves everything up and out, removing our responsibility onsite. It will allow us to remove a lot of legacy hardware eventually.”

“On the cloud journey, you’ve now got the ability to access your data, securely and remotely, while working from home. That plays into our strategy moving forward. We’re reducing the footprint on premises infrastructure as well as the footprint for IT support,” said Himesh. “What we don’t want to do is get too deep in first and second line to end-user support, where there are tools and technology, for example self-service, that end users can take control of which then allows the team to focus on interesting, innovative projects to support the business.”

Protect business. Power innovation.

