



CUSTOMER STORY



BRITISH MEDICAL ASSOCIATION'S (BMA)

Commvault® Cloud Autonomous Recovery secures the British Medical Association's (BMA) core applications and information to help doctors deliver excellent patient care.



Helping doctors achieve care excellence with data-driven services.

Industry:
Trade Union

Location:
United Kingdom

Website:
bma.org.uk

Key facts:

- 57% reduction in backup system costs over 3 years
- 2–6-hour recovery time objective for critical systems
- 1-minute recovery point objective provides granular data restore options

CHALLENGE

- The BMA depends on vital legal and operational data to support doctors in the workplace and ensure patient safety
- 12 different backup solutions created complexity and limited visibility across BMA's backup infrastructure
- Rapid data growth required a cost-effective, secure, and reliable backup and recovery alternative

SOLUTION

Implemented Commvault® Cloud to centralise backup and recovery into one easy-to-manage platform

RESULTS

- Protects member data at all times and supports rapid recovery in the event of unplanned downtime
- Reduces backup and recovery infrastructure costs, freeing resources for innovation and ground-breaking research
- Secures BMA members' professional, personal, and legal data from cyberthreats

SUPPORTING DOCTORS AND MEDICAL STUDENTS IN THE WORKPLACE

As the trade union for all doctors and medical students in the UK, the British Medical Association (BMA) helps promote safe, secure, supportive working conditions, and engages with the government to improve healthcare policies. A vast amount of digital information supports this vital work – including legal case files, member communications, ballots for industrial action, research data, and much more.

"Losing access to our data or core applications could be catastrophic both for our members and the general public because it would impact the work we do every day," explains Orlando Nieuwoudt, Platforms Engineering Manager at the BMA. "For this reason, protecting our members' data and the core applications powering our services is a top priority."

Established as a non-profit organisation, the BMA is always looking for ways to optimise the cost efficiency of its operations so it can invest in delivering greater value to its members. And as part of a recent initiative, the organisation decided to review its backup and data protection policies, targeting fresh operational efficiencies, enhanced system management, and robust security.

With data volumes soaring – for example, the BMA's Customer Relationship Management (CRM) solution accounts for 156 GB of new data each week – the organisation looked for a cost-efficient way to simplify and scale its backup and disaster recovery activities.

"We were using 12 different applications to backup and protect our core systems and data," continues Nieuwoudt. "While we could keep member data safe and secure with this approach, working in this way was quite complex. For instance, we needed to log into multiple systems to view the status of our backups, which made it difficult to see a complete picture of our backup and recovery environment. We also configured backup timeframes manually for each system, creating a high volume of backup management tasks."

Crucially, any new solution would need to be able to support the organisation's rock-solid security policies and enable a granular, one-minute recovery point objective (RPO) for CRM and related critical systems.



"With Commvault we can protect the data and systems that we use to help our members achieve better working conditions, win legal cases, and guide public health policy around the clock."

Orlando Nieuwoudt

Platforms Engineering Manager, British Medical Association

TAKING A CENTRALISED APPROACH

To consolidate all backup activities into a single solution, the BMA selected Commvault Cloud aiming to simplify system management and enable productivity and efficiency improvements through automation.

"I've used Commvault solutions for over 18 years in various roles throughout my career, so I know first-hand just how powerful and reliable Commvault solutions are," comments Nieuwoudt. "Commvault Cloud was the perfect solution for the BMA because it could help us to bring all of our backup activities into a single platform, including our on-premises, cloud, and Software as a Service solutions."

The BMA deployed Commvault Cloud to set up a primary and secondary backup environment in two co-located data centres, with data replicated across both environments and encrypted in flight and at rest. For added resiliency, the BMA also established an immutable copy of all its data stored in an air-gapped environment, managed using the Commvault solution.

"With Commvault Cloud we have access to all of the backup and recovery tools we need from a single, intuitive solution," says Nieuwoudt. "Not only does Commvault help us to automate our main backup and recovery workloads, but it also scans backups for potential threats and automatically searches for duplicate files – alerting us when it spots new ways to optimise our storage environments."

Commvault also provides ongoing support and consultation services, helping the BMA seize every opportunity to reduce costs and strengthen security.

Nieuwoudt explains: "The Commvault team truly understands our needs and proactively helps us get the most out of our backup solutions. For instance, data transfers to and from cloud storage services consume a large portion of our IT budget, and Commvault is advising on how we can reduce cloud storage volumes to potentially cut costs. In addition, Commvault provided expert guidance on security and system resiliency best practices for upgrading our CRM to the latest version of Microsoft Dynamics 365, too."

GAINING ENHANCED VISIBILITY

By consolidating its backup and data recovery activities to Commvault Cloud, the BMA has cut system complexity, enhanced security, and reduced backup infrastructure costs.

“Deploying Commvault solutions has helped us to reduce the cost of our back up environment by 57 percent over a 3-year period, releasing a significant amount of additional resources that we can reinvest in member services and research initiatives,” explains Nieuwoudt.

“With Commvault, we have achieved our objective of a one-minute RPO for mission-critical systems, such as our CRM application. In the event of unplanned downtime, the BMA can now complete a full restore in 2 to 6 hours, depending on the scale of the recovery.”

Looking ahead, the BMA is planning to move more of its data into a cloud storage environment and use the advanced data protection features available in Commvault Cloud ThreatWise™ designed to reduce the likelihood of data leakage and defend against cyberattacks.

Nieuwoudt concludes: “As well as rapid recovery, reliable system security, and cost savings, Commvault gives us complete visibility into all our backup and recovery operations, with logical, easily manageable datasets. With Commvault providing a detailed understanding of our backup operations, the BMA is confident that our member’s data is stored securely and easily recoverable. With Commvault we can protect the data and systems that we use to help our members achieve better working conditions, win legal cases, and guide public health policy around the clock.”



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ABOUT THE BRITISH MEDICAL ASSOCIATION

Based in the UK, the British Medical Association (BMA) is a trade union for doctors and medical students. As well as helping medical professionals negotiate employment contracts, the BMA provides a range of legal services and industrial dispute mechanisms to its members. In partnership with the British Medical Journal, the BMA also conducts and publishes world-class research on topics including population health, new treatments, and medical ethics.

To learn more, visit [commvault.com](https://www.commvault.com)