

The Chartered Institute of Bankers in Scotland



Customer Case Study

Summary

As more organisations rely on IT systems to support vital business processes and maintain essential data, the quality of services delivered to customers, members or shareholders can only ever be as good as the overarching infrastructure used to support the business process itself.

The Chartered Institute of Bankers in Scotland (CIOBS) is a professional Institute established in 1875, which promotes education amongst bankers.

CIOBS offers a range of services and educational courses to its 10,000 members, ranging from regulatory qualifications to professional ones, such as the recently launched Chartered Banker qualification. It also maintains a database of 25,000 contacts, using a total of ten servers to maintain the Institute's IT systems.

The organisation has gone through many changes in recent years and has become more reliant on technology for its day-to-day running. In particular, the Institute has started to encourage its members to use its web site so that they can take control of their own details online.

Challenge

CIOBS needed to ensure the integrity and availability of its IT systems so that it could maintain high quality tools and resources for its own staff and deliver a level of service that its members are used to in their professional lives.

"We needed to ensure that the investment we had made in IT was fully utilised and able to cope in the event of a disaster or break in business continuity," commented Mark Hill, IT Manager at CIOBS.

Solution

"After assessing the suitability of a number of possible solutions CWL recommended Double-Take® Software's award-winning data replication product, Double-Take®. This is now used between CIOBS' two Scottish offices; its main site where the majority of the IT infrastructure resides and in the Disaster Recovery site where the backup servers reside.

Double-Take addresses our needs in so far as it guarantees that in the event of a system failure on any of our main systems, we are able to transfer work to an up-to-date copy of the system almost immediately, reducing down time. Before we were using nightly back-up on tape, which simply wasn't good enough for the quality of service we aim to provide.

Our partner CWL Systems and "Double-Take have allowed us to make the improvements we wanted, without a vast outlay in additional resources and hardware. It has also provided us with a system that could cope with any potential risks we may face in the future and allowed us to make best use of the hardware we had already invested in."



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"It has given us the confidence that our infrastructure is robust enough to cope with the daily routine and challenges that all businesses have to deal with. We are also better able to plan maintenance and upgrades to our systems, knowing that Double-Take can help to keep our key IT systems available while doing so," he continued.

"It was important for us to be able to implement the product with the minimum of disruption to our staff and services, and our partner, CWL Systems, were able to advise on these challenges and negate any problems that we had.

Double-Take Software and CWL have a good understanding of both the product, and the IT systems it is designed to protect. Therefore when dealing with the hurdles that came up they were not only able to understand the problem but help to solve it as well.

In my opinion, Double-Take has proved to be a reliable and flexible solution and is quite clearly a more stable and advanced product than some of its competitors. It was flexible enough to be able to cope with the different types of system that we wanted safeguarding, and it was possible to ensure that the software was designed around our needs, rather than us having to change to match Double-Take."

Results

CWL have helped CIOBS enhance its original tape back-up solutions and IT system management with Double-Take and as a result is able to maintain an up-to-date copy of a wide variety of data offsite for immediate use. The organisation now has a system in place that is both robust and flexible, enabling it to provide a professional service to members and staff.

About CIOBS

Established in 1875 The Chartered Institute of Bankers in Scotland is the oldest banking Institute in the world. It was set up "To improve the qualifications of those engaged in Banking and to raise their status and influence."

The Institute received Royal Charters of incorporation in 1976 and 1991. In July 2000, approval was received from the Privy Council to confer Chartered Banker status upon qualified members who participate in the Institute's Continuing Professional Development programme. This is seen as a major step forward for the Institute and its members who qualify to use the title.

The Chartered Institute of Bankers in Scotland is the only Institute allowed to confer this unique designation.

Today, the Institute is globally regarded as one of the best providers of professional qualifications to the banking and financial sector.

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