

World Trade Centre Hull & Humber

NetPilot and BackupPilot Case Study

The World Trade Centre Hull & Humber, provides a one-stop shop for UK organisations looking to operate more effectively at an international level and also offers an entry point for global organisations looking to do business in the UK. Its team offers expertise to expand into international markets and world-class office and conference facilities in an enviable waterfront location - Humber Quays, Hull's new waterfront business district.

Equiinet's BackupPilot Plus was installed to automatically backup the World Trade Centre's servers, PCs and laptops, while a NetPilot was deployed to act as firewall and undertake gateway Anti-virus and Anti-spyware duties. The fact that both security and backup devices shared a common origin, technology and support structures, has made implementation and ongoing use that much more straightforward.



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The NetPilot model chosen for these security tasks was the Enterprise rack-mountable model. This enables controlled multi-user Internet access through any type of high-speed broadband connectivity. It has flexible control facilities to administer local access to external resources. This includes user restrictions, web access controls and filters, as well as time controls. Some groups or individuals can be assigned rights to use only email, or only web browsing. Which websites are accessed by which users can be controlled – ranging from a very restricted set of web addresses with no general browsing capability, to fairly widespread rights but controlled by URL filtering to ensure only legitimate business use.

Andy Mowbray, Manager of World Trade Centre Hull & Humber, explains, "It was essential we chose reliable and cost effective ICT solutions that have the capabilities to meet the requirements of our business visitors and support our aim of having a reputation for offering state-of-the-art, innovative facilities.

During the planning phase for the centre, it was quickly established that there would be requirements for business lounges and meeting rooms with access to all the latest technology: Wi-Fi Internet access, video and telephone conferencing facilities, hot desks for hire and an online international business library. In addition, staff would require a modern IT infrastructure within the building, with excellent wide area network communications. Along with communications comes the obvious need for security.

The NetPilot's advanced firewall uses the latest techniques. To provide the best security, a firewall must track and control the flow of communications. NetPilot analyses information flow into and out of a network so that security decisions can be made in real time. This is accomplished by tracking the state and context of all communications traversing the firewall, even when the connection involves complex protocols. It also offers the flexibility to allocate particular services and define protocol attributes to particular physical ports. In this fashion, multiple WAN, LAN, DMZ and other ports can be configured.

Of interest to the World Trade Centre Hull & Humber and reassurance for other potential users, is that NetPilot Enterprise's firewall has undergone rigorous independent testing by West Coast Labs and has been awarded Checkmark accreditation. In addition VPN, Anti-virus, Anti-spam, UTM and Anti-spyware facilities all have the same high levels of accreditation.

Regarding backup, of importance to World Trade Centre Hull & Humber was BackupPilot's combination of local and remote backup storage. Besides storing data on the local appliance, BackupPilot offers the ability to transmit data over Internet broadband links, during overnight periods when the Internet connections are not required for other purposes, to another location for offsite storage protection. No manual intervention is needed, automated regular backups occur even if the broadband is unavailable and recovery of lost data is extremely easy and quick.

The whole backup schedule can be set up and managed at one central point, administration and management of backups is therefore reduced to a minimum. Having created backup schedules and designated which files, folders and servers are to be backed up, the system is ready to be fully automatic. Backup data held on the BackupPilot unit is compressed and then encrypted. Bandwidth requirements are therefore kept to a minimum and security – especially concerning financial and other confidential material – is guaranteed. Restoration of data is straightforward using the BackupPilot control interface. This process is far simpler and quicker than attempting to find firstly the correct tape and then the correct files to restore. With BackupPilot the likelihood is that data required for restoral is held locally so the restore process is easy and quick.

Despite a broad outward looking remit, the development team at World Trade Centre Hull & Humber was able to find high quality IT expertise almost literally on its doorstep, in the form of the Select Group. Select could

immediately offer expertise ranging from video conferencing, interactive whiteboards, through to complete ICT infrastructure and IP telephony services.

Select have partnered with Equinet since 2002 and have used Equinet's products for a whole variety of customers of differing types and sizes. "We could immediately see that a combination of Equinet's NetPilot for network security and BackupPilot for data security, would yet again offer a top class solution" says Richard Newsom, Select's Technical Director. "We put forward a proposal to the World Trade Centre Hull & Humber team and they agreed this looked by far the easiest and most cost-effective way to deploy the required levels of security and completely automate data backup."

www.netpilot.com
www.backupilot.co.uk

www.wtchumber.com
www.selectgroup.co.uk

SOLUTION OVERVIEW

- High calibre UTM security and firewall
- Highly automated backup
- Easy and swift restoral of data

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