



CASE STUDY · BACKUP & DISASTER RECOVERY

Building Resilience

A UK-based oil and energy organisation operating business-critical systems across both Microsoft 365 and a server estate that underpins day-to-day operations. As with many businesses in the energy sector, downtime carries significant operational and commercial impact, making the integrity and recoverability of core data a strategic priority.

IN THIS STORY

Formation Tech were engaged to deliver a strategic review of the customer's backup and recovery position across Microsoft 365 and the server estate. The engagement resulted in an Acronis-based managed backup and disaster recovery solution, underpinned by immutable storage and independent recovery zones, giving the business confidence in both the protection and the recoverability of its critical data.

01

CHALLENGES

An Unknown Recovery Position

The customer reviewed their Microsoft 365 and server estate and reached an uncomfortable conclusion: **the recovery time for their servers was effectively unknown**, and any meaningful outage would carry significant operational impact across the business.

At the same time, the organisation was relying on Microsoft 365 itself to back up its Microsoft assets, **an arrangement that runs counter to NCSC best practice**, which advises against backing up data to the same supplier environment in which it is actively used. That risk, combined with the lack of clarity around server recovery, made it clear the existing approach needed to change.

A number of the servers in scope supported critical business applications. For these systems, simple backup was not enough; **the business required genuine disaster recovery functionality**, with the ability to recover quickly and predictably in the event of a major incident.

02

SOLUTION

A Managed Backup and Disaster Recovery Service

Formation Tech provided a strategic review of how the customer's data should be backed up, secured and managed, drawing on **NCSC best practice** and the known risks of single-supplier dependency.

The review led to an Acronis solution, **selected for the immutability of its storage** so backups cannot be tampered with or encrypted, a credible first point of defence and recovery. Recovery times mattered as much as the backup itself, so the response was layered: **a managed service to design, execute and monitor the environment**, plus disaster recovery able to spin data up in separate data centres immediately. Those centres are Acronis zones, independent of Azure and AWS, so recovery sits outside the same risk perimeter as the environment it protects.

03

OUTCOMES

A Resilient, Managed Recovery Position

The customer now has a recovery position that is both defined and demonstrably resilient. Core data, across Microsoft 365 and the wider server estate, is backed up to **immutable storage**, removed from the supplier environment it serves, and underpinned by recovery infrastructure that sits in its own independent zones.

For the critical business applications in scope, the disaster recovery solution provides **the ability to spin systems back up in separate data centres with immediate effect**, transforming an unknown recovery time into a tested and managed capability. The managed service means the customer no longer carries the day-to-day operational burden.

More broadly, it shows how **backup, recovery and managed service work best as a single discipline** rather than three separate purchases, moving the customer from an exposed position to one of genuine operational resilience.

An unknown recovery time, transformed into a tested, managed capability, with recovery that sits safely outside the very environment it is designed to protect.

RESULTS AT A GLANCE

Immutable

Backups protected against tampering and ransomware

Independent

Recovery decoupled from Azure and AWS

Defined RTO

Server recovery time transformed

Managed

End-to-end backup and disaster recovery design, execution and monitoring

See where your backup and recovery really stand.

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