



## Case Study

# Complete backup solution for world-famous London concert hall



**Wigmore Hall**, one of the world's great concert halls in London, which specialises in chamber and instrumental music, looked to CT provide failsafe backup that was **simple, effective and protective**. The protection and handling of data is of vital importance for Wigmore Hall given they present over 460 concerts each year, selling a total of 200,000 tickets annually and looking after upwards of 250,000 CRM records.

## The challenge

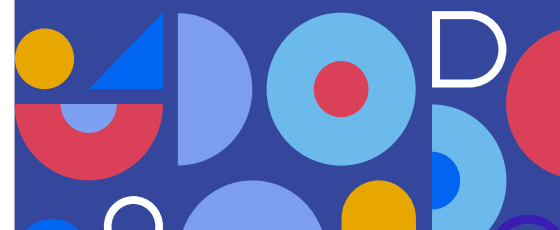
Having already invested in Veeam backups there were three key areas they were looking to address the following:

- 1** The complexities of the Hall's **CRM & inventory** (self-hosted Tessitura) made the requirements for business continuity challenging.
- 2** The offsite storage currently being used was **vulnerable to ransomware attacks**, and the process of invoking /restoring systems was complex and time consuming.
- 3** There was also a **new requirement for backup of MS365**.

These issues and requirements were placing a **strain on the technology team** who had to spend a disproportionate amount of time testing DR invocation; troubleshooting networking and access issues and re-writing documentation. The insufficient protection against ransomware attacks was a **business risk** and affected the organisation's cyber insurance. In essence, **too much time was spent mitigating risk**.

## Proud to be Veeam's Cloud Service Provider of the year 2022

Helping businesses protect their data with our robust & scalable cloud solutions.



## The solution

CT looked to provide a simple, effective and protective solution for cloud back up and Disaster Recovery as a Service. With data stored across two of CT's highly accredited and compliant data centres, Wigmore Hall is able to trust that their data is secure and is safe in the knowledge that CT provides regular updates if there are any alerts. This frees up the technology department's valuable time to do other important tasks.



### What our customer has to say!

The solution that CT recommended was incredibly effective. The cloud backup, MS365 backup and DRaaS solutions we opted for were perfectly aligned with what we had wanted and expected which was peace of mind for the technical team.

After pre-sales calls on which we were given a better understanding of what was on offer, we worked with the technical team at CT to get things in place. It was a simple and seamless process and the solutions have exceeded our expectations.

Our contracts with CT have enabled us to sail through much the technical side of our annual audit, bring down our cyber insurance premium, save up to 8 days a year previously spent testing DR invocation and simplify the technical side of our business continuity procedures.

### WIGMORE HALL

#### Richie Warburton

Director of Technology,  
Wigmore Hall



## Interested in our award winning IT services?

Speak to a member of the team today.

T | 01246 266 130

E | [info@ct.uk](mailto:info@ct.uk)

[ct.uk](https://ct.uk)

