



CUSTOMER STORY



ONE OF THE WORLD'S LARGEST FIRE AND RESCUE SERVICES

Cyber Resilience Means a Safer Scotland



Scottish Fire and Rescue Service (SFRS) trusts Commvault® for cyber resilience for its hybrid, multi-cloud infrastructure – supporting uninterrupted fire and rescue services for the people of Scotland.

Industry

Emergency response

Headquarters

Glasgow, Scotland

In numbers

- Locations: 356 fire stations
- Employees: 7,500
- Data centers: 2

The backup environment

- Backing up Microsoft 365, operating instances, virtual machines, mailboxes, and cloud.
- Protecting data across its hybrid and multi-cloud infrastructure, which includes Microsoft Azure and Amazon AWS.

CHALLENGES

- With the safety of the public at stake, a cyber attack is their #1 corporate risk.
- A behind-the-scenes crew works to prevent IT fires that could impact front line responses.
- Cloud-native storage alone would not be sufficient for recovery in the event of an attack.
- The public entity must demonstrate their readiness to auditors.

SOLUTIONS

- For more than a decade, SFRS has partnered with Commvault to protect its data and build operational and cyber resilience.
- Commvault Cloud protects data broadly across its hybrid, multi-cloud infrastructure.
- They isolate data from tampering or deletion and speed recovery with encrypted, air-gapped backup.
- For regular audits, Commvault products support their ability to demonstrate a commitment to cyber resilience and readiness.

RESULTS

- Expanding with Commvault, SFRS moves closer to single-pane-of-glass management and saves considerable team time.
- Gone are the days of traveling cross-country to manage tapes and the associated costs.
- Cyber resilience brings peace of mind that frontline responders can protect Scotland.

FROM ACTUAL FIRES TO IT FIRES, KEEPING THE PUBLIC SAFE

At Scottish Fire and Rescue Service (SFRS), dedicated first responders fight fires and perform rescues every day to help keep the public safe.

Just as critical, a behind-the-scenes crew works to prevent IT fires that could impact front line responses. For the ICT Operations team, a cyber event that might bring down front and back operations is the kind of worst-case scenario that keeps them vigilant.

"A cyber attack is our #1 corporate risk," explains Craig Dundas, ICT Operations Manager at SFRS. "Our ability to respond to the demands of the public relies on technology that's vulnerable to disruption. The safety of the public is ultimately what's at stake."

One of the world's largest fire and rescue services, SFRS operates 356 fire stations across 30,000 square miles – the entirety of Scotland. Their emergency response goes well beyond fires to include traffic accidents and rescues across land, sea, and loch.

CYBER RESILIENCE FOR HYBRID, MULTI-CLOUD WORKLOADS

For more than a decade, SFRS has partnered with Commvault to protect its data, and increasingly, build operational resilience against new threats. Since then, the organization has evolved its long-term and offsite data storage from mostly tape to mostly cloud.

As threats become more sophisticated, SFRS has continued to trust and expand its Commvault partnership.

“Commvault has grown with us from data protection to cloud migration through the adoption of more robust cyber assurance,” Dundas says. “We are truly protecting the organization’s datasets no matter where they exist.”

SFRS runs its business primarily on Microsoft 365. The organization stores data in data centers on both coasts and in the cloud with Microsoft Azure and Amazon Web Services.

AIR-GAPPED BACKUP FOR FASTER RECOVERY

In the move to cloud, SFRS recognized that cloud-native storage alone would not be sufficient for recovery in the event of a cyber attack. That’s why Commvault Cloud has been an essential piece of their resilience strategy.



Our cloud partners are not going to protect us from malicious intent like ransomware attacks. The ability to protect those workloads with immutable copies in Commvault is very much part of our response plan.

Craig Dundas
ICT Operations Manager

Immutable protection and the associated peace of mind come via Commvault’s Air Gap Protect. SFRS keeps backup data copies encrypted and in air-gapped locations – isolating them from tampering or deletion. That means quicker recovery in a cyber event.

Next, Dundas looks forward to trying Commvault Cleanroom Recovery™ to truly test their recovery readiness. The service would let them continuously and affordably test data recovery in a controlled environment, collect forensic analysis, and demonstrate their readiness to auditors.

“Cleanroom could potentially open up opportunity for us to do more full-scale cyber recovery rehearsals,” he says. “As you can probably imagine, being an operations manager, it’s music to my ears.”

Throughout the partnership, the ICT team has trusted their Commvault counterparts to be there for the day-to-day and mission-critical needs.

“My team feels confident they’ll get the support and response they need, when they need it,” Dundas says. “The feedback on Commvault support is nothing but positive and that’s a big part of our consideration when it comes to renewing.”

SIMPLER MANAGEMENT AND LESS COST

In expanding its Commvault use, SFRS moves closer to single-pane-of-glass management that saves considerable team time. Gone are the cumbersome days of traveling cross-country to data centers to deal with tape and the associated costs of physical storage.

For regular audits, Dundas appreciates the ease of demonstrating their security posture.

“Commvault allows us to satisfy audit requirements for data protection and cyber resilience,” Dundas says. “In recent audits, Commvault has significantly lightened the effort involved in demonstrating robust protection of our data, allowing us to reflect positively in that specific area.”

As a public entity, SFRS must also adhere to procurement regulations and regularly explore solutions on the market. Each time, their research points back to Commvault as a leader to enable their operational and cyber resilience and help keep the public safe.

“I want to be able to put my hand on my heart and say, ‘We are as ready as we can be for something coming along,’” Dundas said. “We know Commvault will grow further with us and keep us as ready as we possibly can be for scenarios that – we have to assume – we’ll have at some point.”



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Protecting hybrid and multi-cloud data in a way that cloud-native storage can’t – for continuous business that keeps Scotland safer



COMMVAULT® CLOUD

Cyber resilience for the cloud-first world, with the first platform built to enable continuous business [Learn more.](#)

To learn more, visit commvault.com

