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COUNTY BOROUGH COUNCIL  
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# Restoring Trust, Reducing Risk: A Smarter Backup Strategy for Wrexham County Borough Council



Local Government

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## The challenge:

Wrexham County Borough Council (WCBC) was relying on a traditional backup solution that increasingly failed to meet its needs. The Council faced frequent backup failures, limited off-site replication capabilities, and time-consuming troubleshooting and maintenance tasks. These responsibilities placed a significant burden on the technical team, diverting their focus from strategic initiatives. A new solution was essential- one that offered robust performance, guaranteed data security, and cost-efficiency.

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## Why Celerity?

To identify the most suitable solution, WCBC undertook a thorough procurement exercise, evaluating a range of vendors and their offerings. Celerity's proposal stood out by meeting all the Council's technical and operational requirements. The solution promised a seamless transition and significantly reduced the operational overhead for the internal technical team. It was also the most cost-effective option evaluated, providing excellent value while improving system functionality and reliability.

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## The Solution:

Celerity delivered a tailored Backup-as-a-Service (BaaS) solution, taking over operational responsibility so that the management of the backup solution now sits with Celerity. This gives WCBC's technical team the ability to focus on strategic initiatives while having a trusted partner in Celerity to ensure the reliability and performance of its backup environment.

The solution integrates seamlessly with WCBC's existing technologies and infrastructure investments, offering an enterprise-grade approach that supports long-term scalability. Its hybrid model leverages both on-premise infrastructure and cloud environments—private and public—ensuring secure data protection and recovery.



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## Key Features:



Industry-standard protocols and technologies ensure compatibility, performance, and secure integration.

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Full-service monitoring, management, and stakeholder support, ensuring system reliability and performance.

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An air-gapped, immutable-capable backup target for tertiary copies, mitigating cyber risks such as ransomware and insider threats.

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Celerity service desk support with user self-service and optional recovery via the service desk.

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## The results:



### Improved Resilience

WCBC transitioned from a traditional backup system to a robust recovery platform with enhanced reliability.

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### Freed Technical Resources

Daily backup tasks were removed from the technical team's workload, allowing focus on strategic ICT initiatives.

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### Increased Confidence in Recovery

Previous backup failures, highlighted as a risk, have been resolved - restoring confidence across the organisation.

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### Expanded Disaster Recovery Capabilities

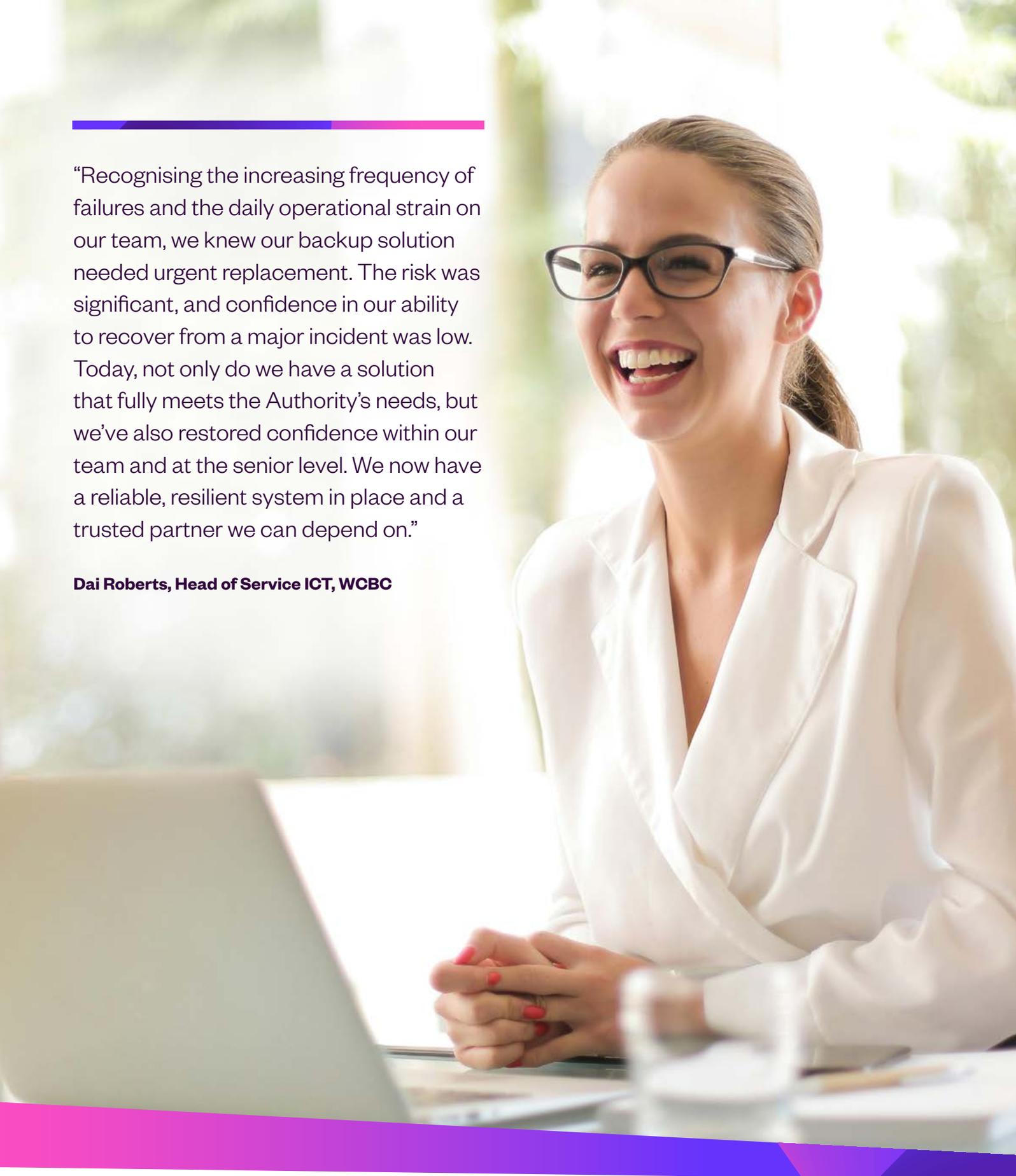
The success of the backup service led to the adoption of Disaster Recovery as a Service, with full system restoration to the Celerity Cloud.

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### Ongoing Support and Strategic Impact

Celerity's solution has allowed WCBC to shift focus from routine operational challenges to broader strategic goals. A key area of progress has been a renewed focus on cyber resilience. With ongoing support from Celerity, the Council has been able to strengthen its security posture, ensuring data protection and long-term sustainability.



“Recognising the increasing frequency of failures and the daily operational strain on our team, we knew our backup solution needed urgent replacement. The risk was significant, and confidence in our ability to recover from a major incident was low. Today, not only do we have a solution that fully meets the Authority’s needs, but we’ve also restored confidence within our team and at the senior level. We now have a reliable, resilient system in place and a trusted partner we can depend on.”

**Dai Roberts, Head of Service ICT, WCBC**

**Want to gain renewed confidence in your backup solution? Speak to one of our experts today.**

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