



Dedication  
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# Challenges of Data Management and Access

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# 1. Introduction



- Based in Smithfield, in business since 2004
- Over 3000 users, 180 clients and 98% customer satisfaction rate
- Managed Support, Infrastructure Projects, Business Continuity, IT Security and IT procurement
- ISO9001:2015 Certified

## 2. Large Volumes of Data



*Definition of Big Data - extremely large data sets that may be analysed computationally to reveal patterns, trends, and associations, especially relating to human behaviour and interactions*

- Huge quantities of information is being stored and continues to be acquired
- HR Data, computers/servers, finance systems, Autocad, CRM, ERP, etc.
- Data size is getting bigger
- Based on an IDC report, global data volume will grow from 44 to 163 zettabytes by 2025.



## 3. The Importance of Data



- Profile your most valuable customers
- Existing customer retention/  
new business evaluation
- Improve existing products/  
launch new products
- Review and improve processes, including  
Safety etc.
- Make better business decisions



## 4. The challenges



- Data storage and volume management in general
- Accessing and sharing data from multiple locations
- Security and Business Continuity
- GDPR Regulatory Compliance
- How to get the most out of that data

# 4.1 Data Management



- Hybrid Cloud and On Premises
- 3<sup>rd</sup> Party Tools that Auto Archive; Tree size or Waterford technologies
- Server or Office 365 Archive policies
- User Training



## 4.2. Accessing and sharing from multiple locations



- Cloud - Office 365, Azure, G Suite
- VPN
- VDI
- Remote Desktop and Citrix
- SaaS - Software as a Service



## 4.3 Security and Business continuity



- Good Practice
- User training and awareness
- Work with your IT department or supplier
- DRaaS – Disaster Recovery as a Service
- BCP Business Continuity Planning



## 4.4 GDPR, Regulatory Compliance



- Assign Data Protection Officer and know the regulations
- Know where your data is and protect it
- Take data management and security seriously



## 4.5 How to get most out of that data



- Power Business Intelligence
- Ensure platforms are compatible: Azure, Amazon AWS, SharePoint
- Data mining

## 5. The Solutions



- Access – VDI, VPN, RDS, Citrix Solutions
- Business continuity /Security
  - on-site/offsite DR solutions
  - Cloud as a Service, DRaaS
  - Two-Factor Authentication
  - Webroot/DATTO Monitoring
  - Linking Business Continuity planning with DR
  - Hosted PBX/VOIP Solutions
- GDPR – Data Loss Prevention tools

## 6. Our Approach



- Identify business priorities
- Data audit
- Infrastructure audit
  - Group Policy Parameters and controls
  - Document Management
  - Vulnerability Testing
  - VPN/Remote Working Infrastructure
  - Communications/Firewall configurations
  - Files/Folders held on Laptops
  - Internal Data Usage Policies
  - Redundancy/Failover
  - Anti-virus and Anti-Spam
  - Authentication on third-party applications
- Audit of operations

