

# European Disaster Recovery Survey 2011:

*Data today gone tomorrow, how well  
companies are poised for IT Recovery*

*23<sup>rd</sup> November 2011*

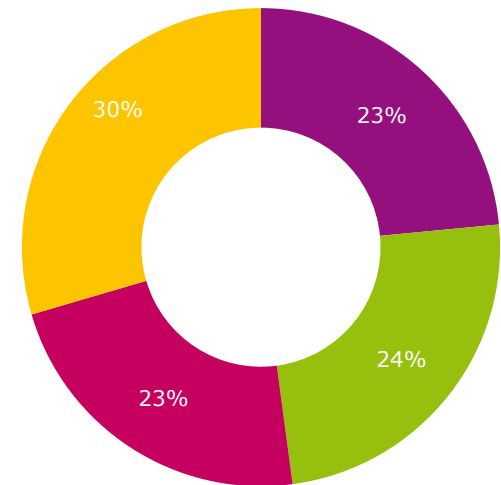
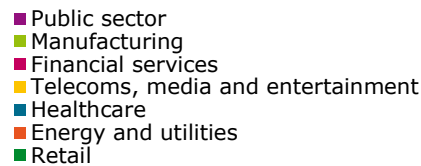
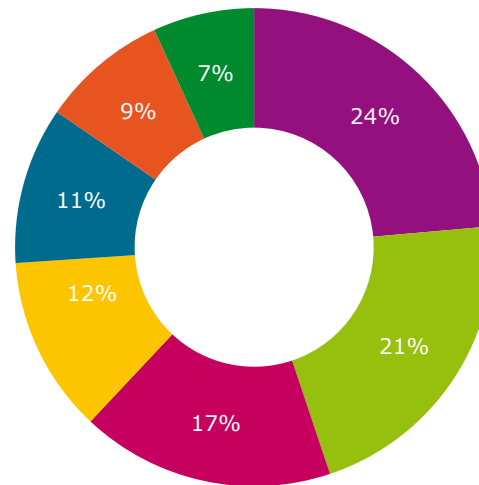
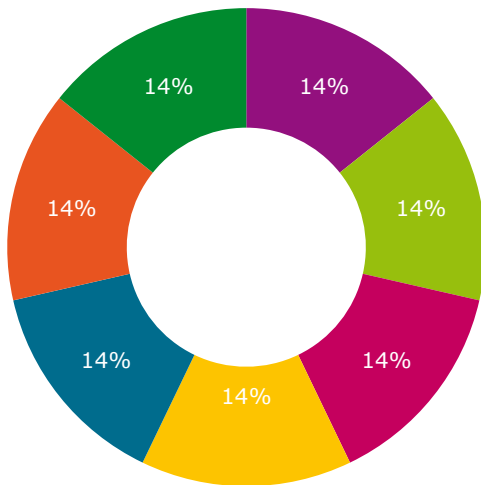
## Demographics

250 IT decision-makers in UK, France, Germany, Italy, Spain, Benelux and Russia  
 - In private and public sector organisations with 250+ employees

Interviewing across Europe ...

... across a range of sectors ...

... and organisation sizes:

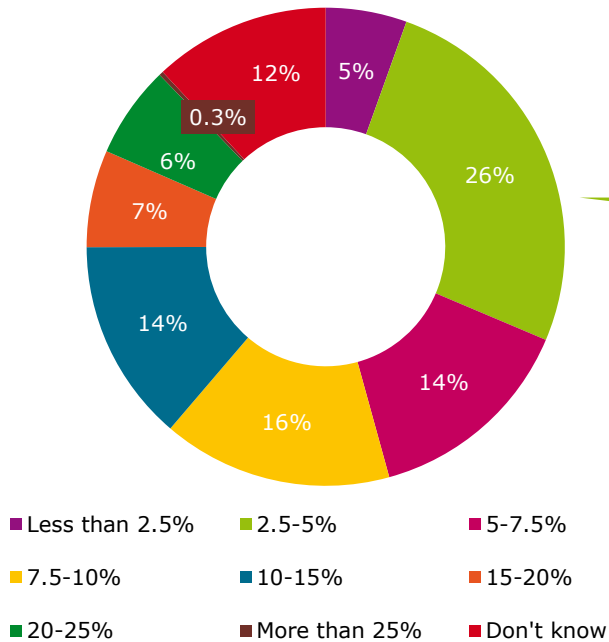


Five areas of analysis:

- 1: Spending on IT backup and recovery
- 2: The experience of data loss and systems downtime
- 3: Requirements or incentives to have a disaster recovery plan
- 4: Current disaster recovery plans
- 5: Backup and recovery - media and methods

# 1: Spending on IT backup and recovery

## IT budget spending on IT backup and recovery



Less than 1% of all organisations spend more than 25% of their IT budget on IT backup and recovery.

Organisations are most likely to spend 2.5% - 5% of their IT budget on IT backup and recovery (the mode response).

Surprisingly, more than one in ten organisations do not know how much of their IT budget is being spent on IT backup and recovery.

However in Benelux, one in five organisations demonstrate this lack of awareness.

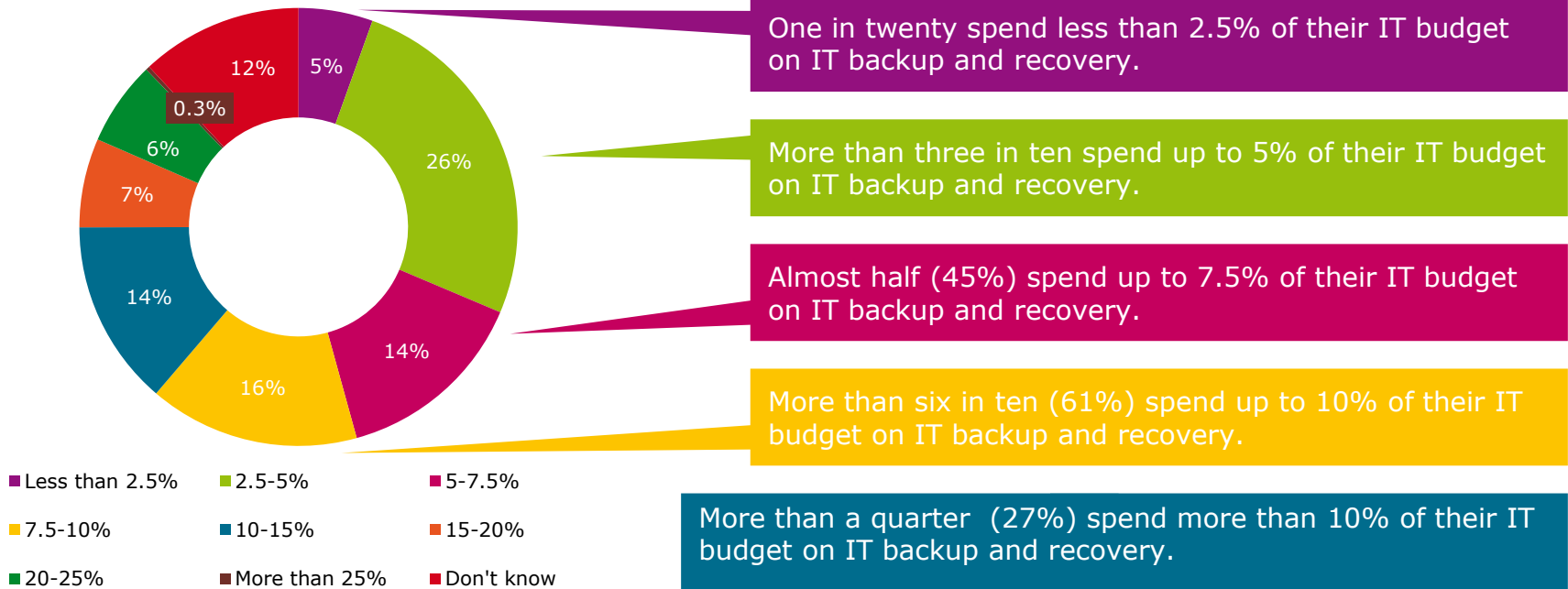
Organisations with more than 1000 employees are less aware than those with fewer than 1000 employees.

Organisations in the public sector are the least likely to know this information, whilst the manufacturing sector is the most aware of their spending.

**Figure 1:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?



## IT budget spending on IT backup and recovery



**Figure 1:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?

One in twenty spend less than 2.5% of their IT budget on IT backup and recovery.

More than three in ten spend up to 5% of their IT budget on IT backup and recovery.

Almost half (45%) spend up to 7.5% of their IT budget on IT backup and recovery.

More than six in ten (61%) spend up to 10% of their IT budget on IT backup and recovery.

More than a quarter (27%) spend more than 10% of their IT budget on IT backup and recovery.

Organisations in France are the most likely to do so, with almost four in ten (38%) reporting as such.

The smallest organisations surveyed (250 – 500 employees) are the least likely to, although the percentage is still quite high at 21%.

The telecoms, media and entertainment is the most likely to (36%), whilst the public sector is the least likely to (20%).

## Calculating the average amount spent on IT backup and recovery

Across all of the organisations surveyed, the average (mean) domestic annual revenue is £697million.



On average, these organisations reported that their IT budget is 10.5% (the mean) of their domestic annual revenue (which is £73million).

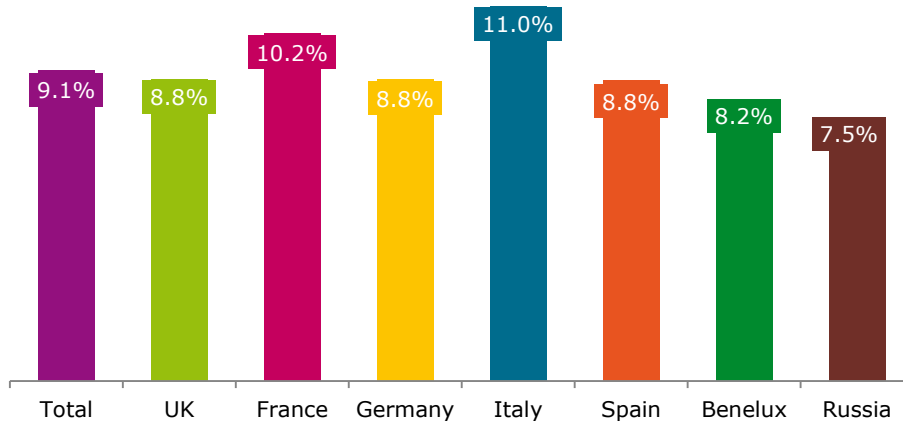


As they reported that on average 9.09% (the mean) of their IT budget is spent on IT systems backup and recovery, the average spend on IT systems backup and recovery is £6.65million.

	Total
<b>Average domestic annual revenue (£million)</b>	<b>697</b>
<b>Average percentage of domestic annual revenue spent on IT for calculating IT budget</b>	<b>10.50%</b>
<b>Average amount spent on IT based on average domestic revenue (£millions)</b>	<b>73</b>
<b>Average percentage of IT budget spent on IT systems backup and recovery for calculating IT systems backup and recovery spend</b>	<b>9.09%</b>
<b>Average amount spent on IT systems backup and recovery based on average spend on IT (£millions)</b>	<b>6.65</b>



## IT budget spending on IT backup and recovery



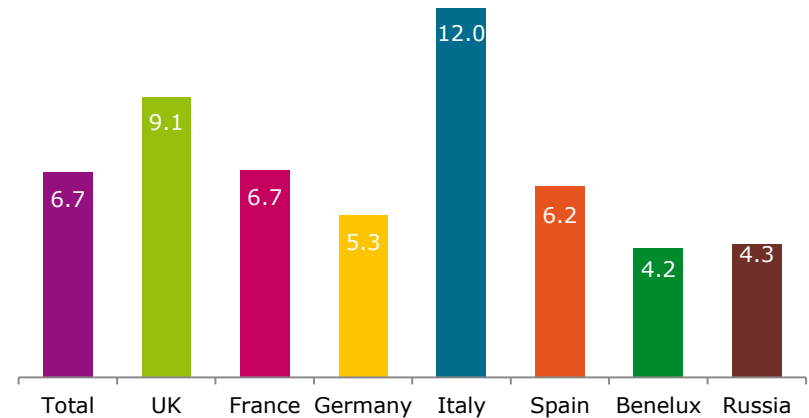
On average, organisations spend around 10% of their annual IT budget on IT backup and recovery.

On average, organisations in Italy spend more of their annual IT budget on IT backup and recovery.

**Figure 2:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?

*NB: Average percentage of IT budget spent on IT systems backup and recovery*

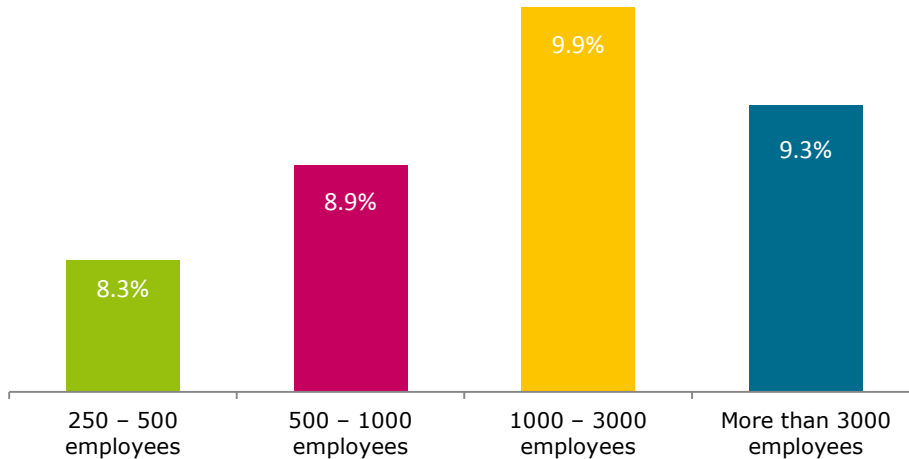
Across all organisations, this means that an average sum of £6.7 million is spent annually on IT backup and recovery – calculated as a proportion of their IT budget (based on their domestic annual revenue).



**Figure 3:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?

*NB: Average amount spent on IT systems backup and recovery based on average spend on IT (£millions)*

## IT budget spending on IT backup and recovery

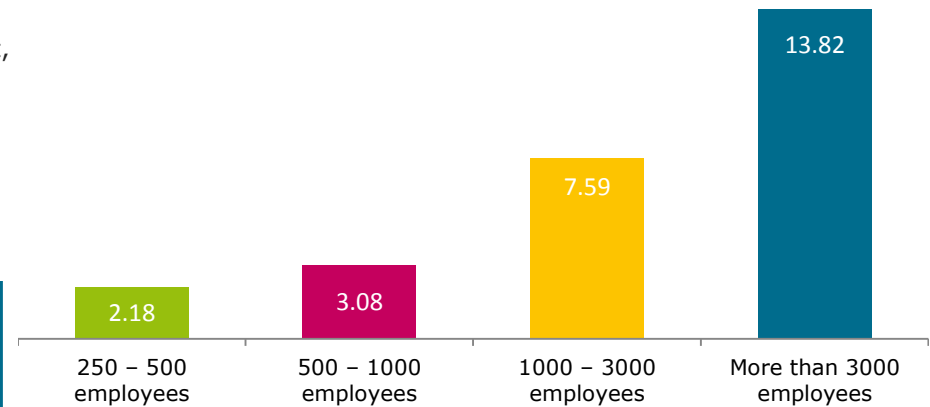


On average (the mean response), organisations with more 1000-3000 employees spend the highest proportion of their IT budget on IT backup and recovery.

**Figure 2a:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?

*NB: Average percentage of IT budget spent on IT systems backup and recovery*

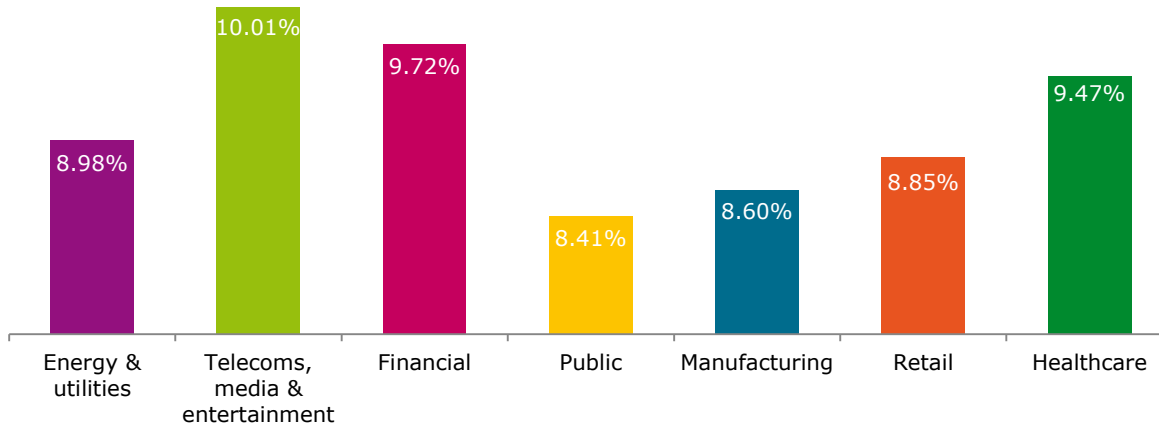
Unsurprisingly, the average amount spent increases as organisations increase in size.



**Figure 3a:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?

*NB: Average amount spent on IT systems backup and recovery based on average spend on IT (£millions)*

## IT budget spending on IT backup and recovery



The telecoms, media and entertainment sector spends more of their IT budget on IT systems backup and recovery than any other sector.

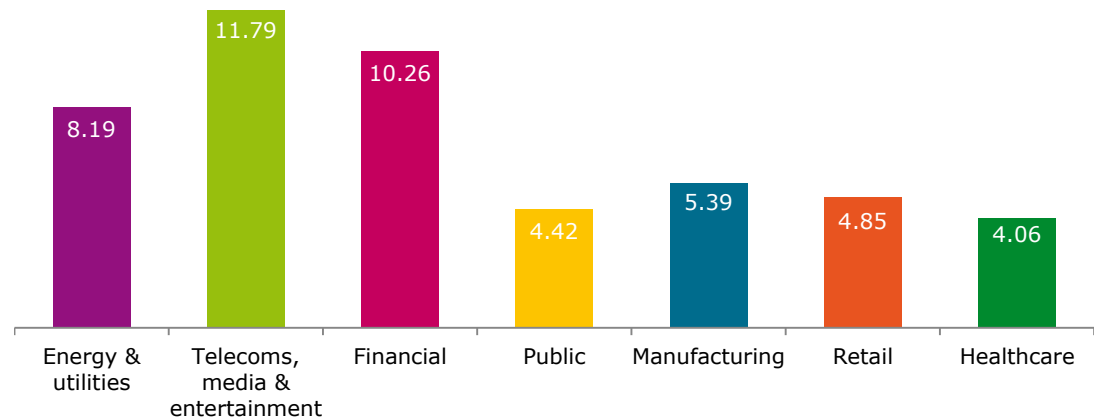
The public sector spends less of their IT budget on IT systems backup and recovery than any other sector.

**Figure 2b:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?

*NB: Average percentage of IT budget spent on IT systems backup and recovery*

The telecoms, media and entertainment sector spends more (mean response of £11.79m) than any other sector.

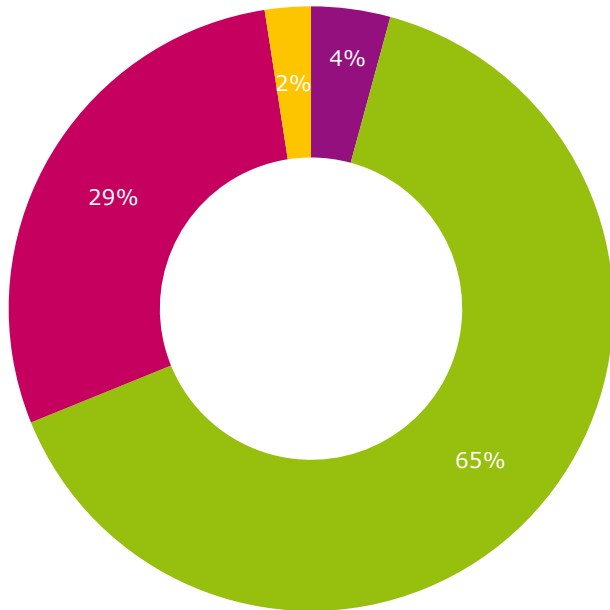
The healthcare sector spends less (mean response of £4.06m) than any other sector.



**Figure 3b:** As a percentage of your organisation's annual IT budget, approximately how much does your organisation spend on IT systems backup and recovery?

*NB: Average amount spent on IT systems backup and recovery based on average spend on IT (£millions)*

## Is this spending on IT backup and recovery enough?



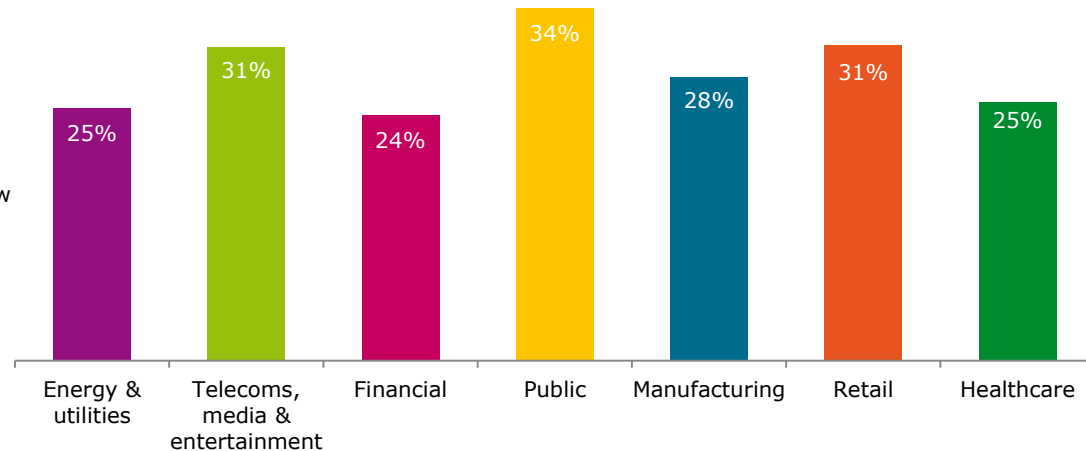
■ Too much 
 ■ The right amount 
 ■ Not enough 
 ■ Don't know

**Figure 4:** Do you feel that your organisation is spending enough on your IT systems backup and recovery?

Three in ten IT decision-makers do not feel their organisation is spending enough on their IT systems backup and recovery.

Instead, around two-thirds of organisations think they are spending the right amount.

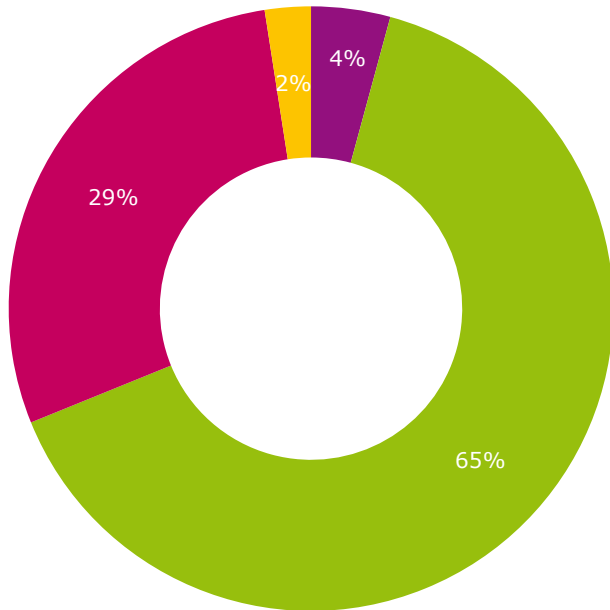
Organisations in the public sector are the most likely to feel that they are not spending enough.



**Figure 4b:** Do you feel that your organisation is spending enough on your IT systems backup and recovery?

*N.B: Only showing the "Not enough" responses*

## Is this spending on IT backup and recovery enough?



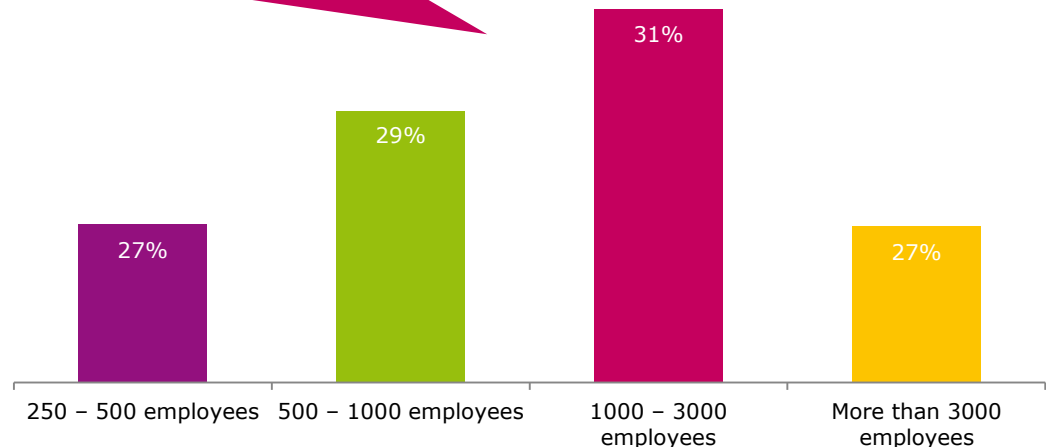
■ Too much 
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**Figure 4:** Do you feel that your organisation is spending enough on your IT systems backup and recovery?

Three in ten IT decision-makers do not feel their organisation is spending enough on their IT systems backup and recovery.

Instead, around two-thirds of organisations think they are spending the right amount.

Organisations with 1000-3000 employees are the most likely to feel that they are not spending enough – even though they are spending a higher proportion of their IT budget on backup and recovery.

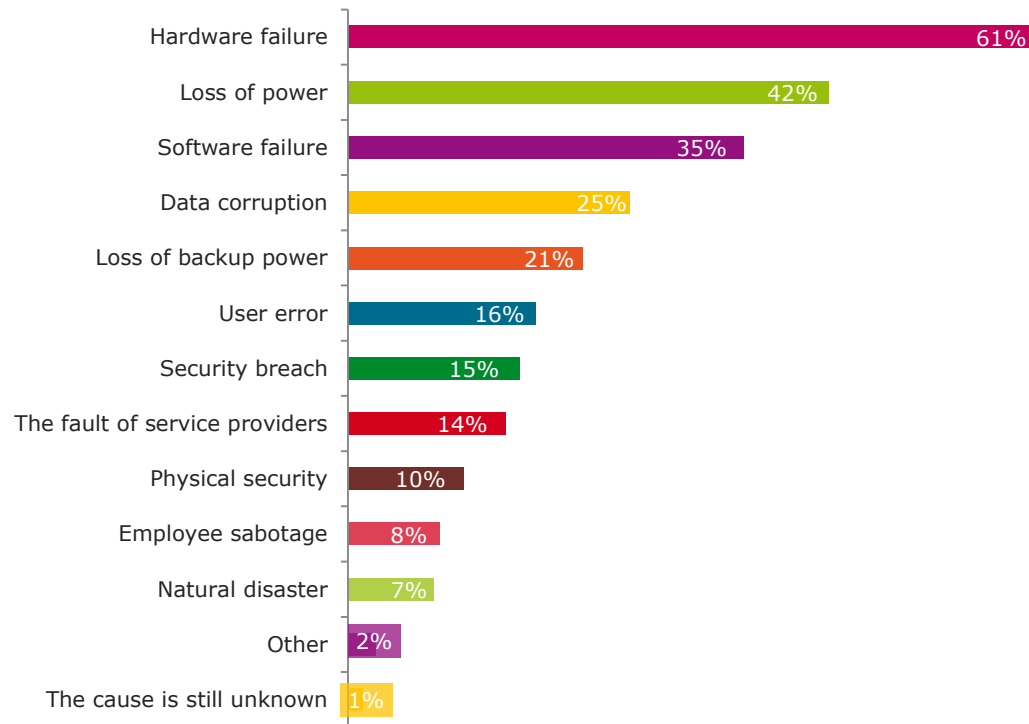


**Figure 4c:** Do you feel that your organisation is spending enough on your IT systems backup and recovery?

*N.B: Only showing the "Not enough" responses*

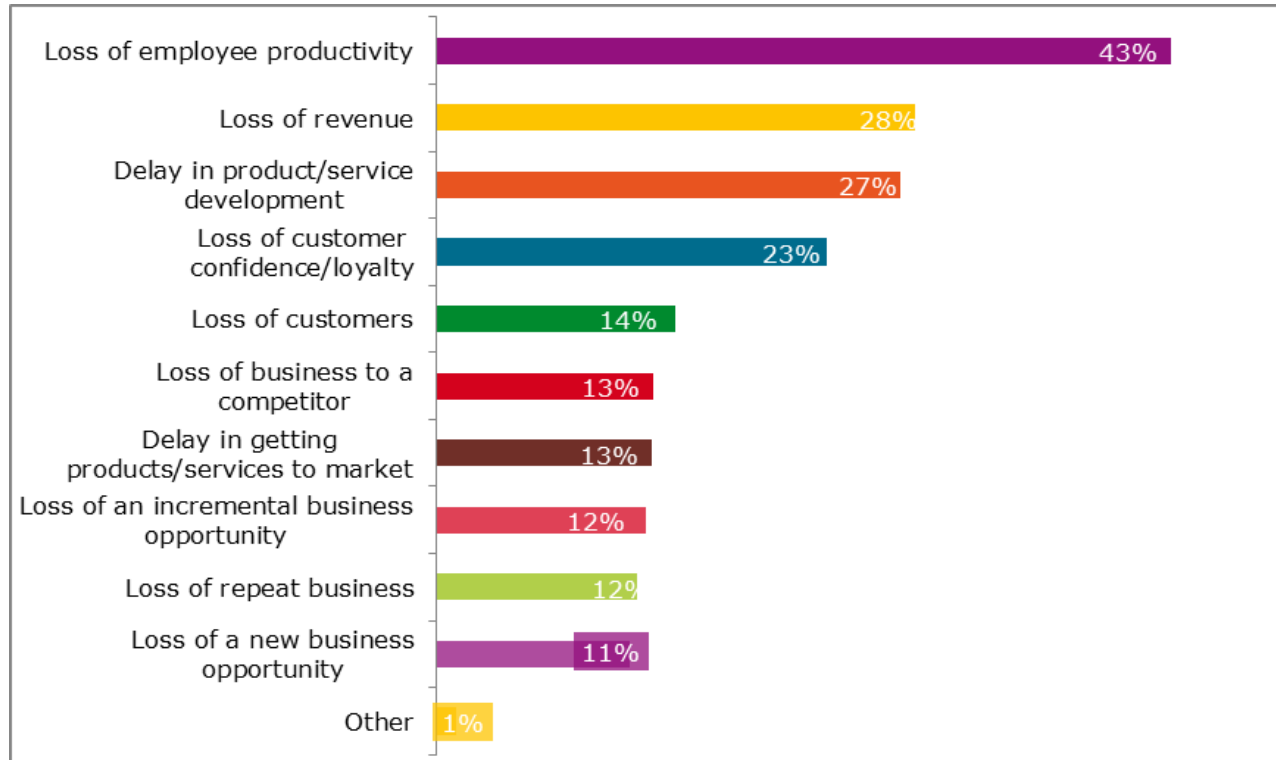
## 2: The experience of data loss and systems downtime

## What were the causes of your data losses and/or systems downtime?



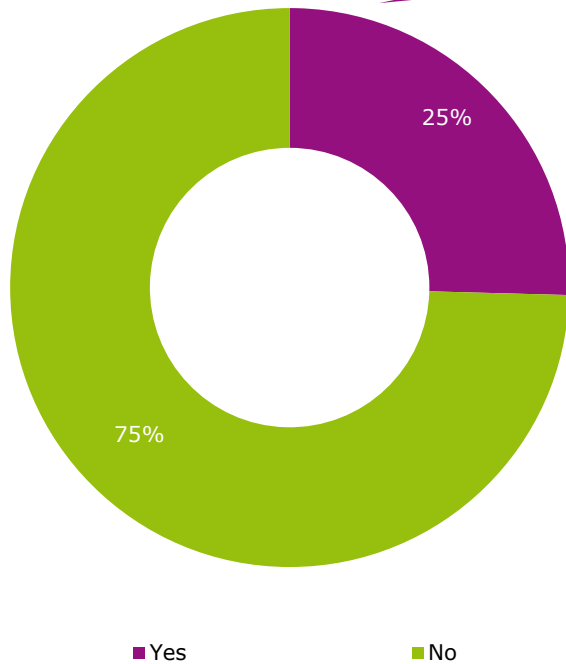
**Figure 5:** What were the causes of your data loss and/or systems downtime?

Have any of the following been commercial consequences of the data losses/systems downtime experienced by organisations over the last 12 months?



**Figure 5a:** Have any of the following been commercial consequences of the data losses/systems downtime experienced by organisations across Europe over the last 12 months?

## How many organisations have lost data? And how much has been lost?

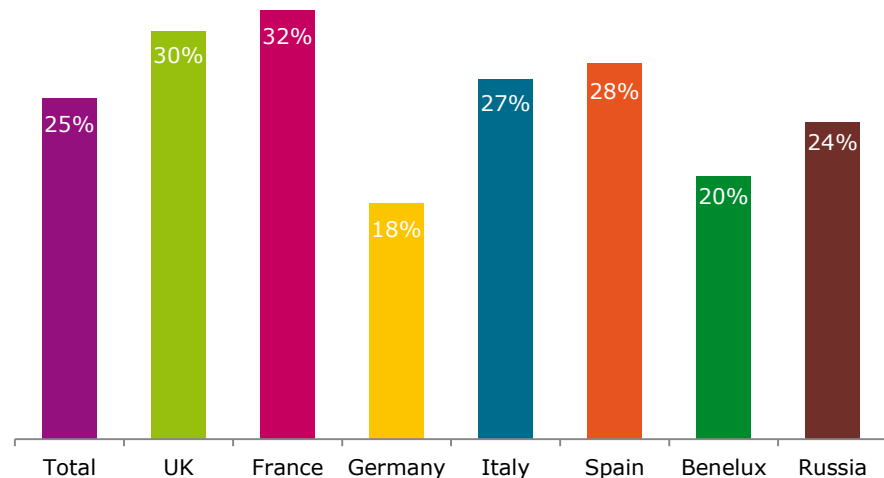


A quarter of organisations have experienced data loss within the last twelve months.

These organisations have on average lost around 400GB of data during the last year, with the following having lost the most:  
 France – around 550GB  
 Energy and utilities sector – almost 650 GB  
 More than 3000 employees - more than 600GB

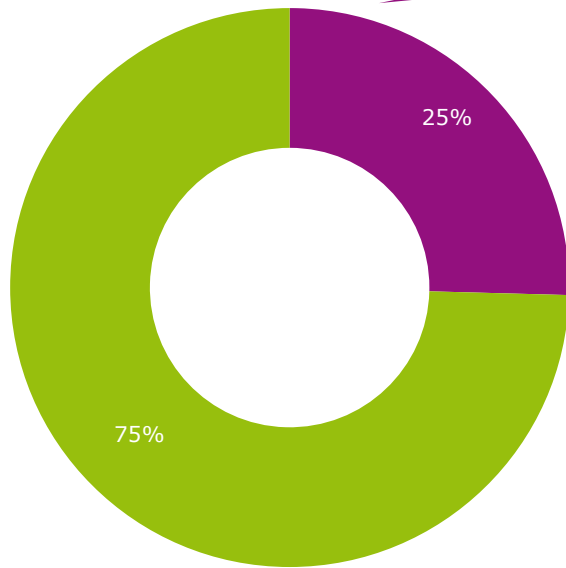
Organisations in France are the most likely to have lost data during the last year (with those in Germany the least likely to).

**Figure 5b:** Has your organisation suffered from any form of loss of digital/electronic data in the last 12 months?



**Figure 5c:** Has your organisation suffered from any form of loss of digital/electronic data in the last 12 months?  
 N.B: Only showing the "Yes" responses.

## How many organisations have lost data? And how much has been lost?



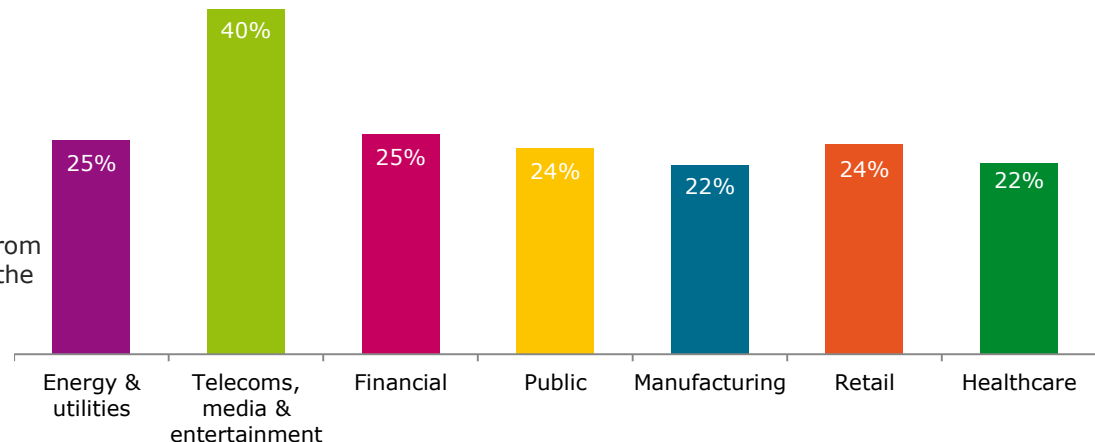
■ Yes      ■ No

**Figure 5d:** Has your organisation suffered from any form of loss of digital/electronic data in the last 12 months?

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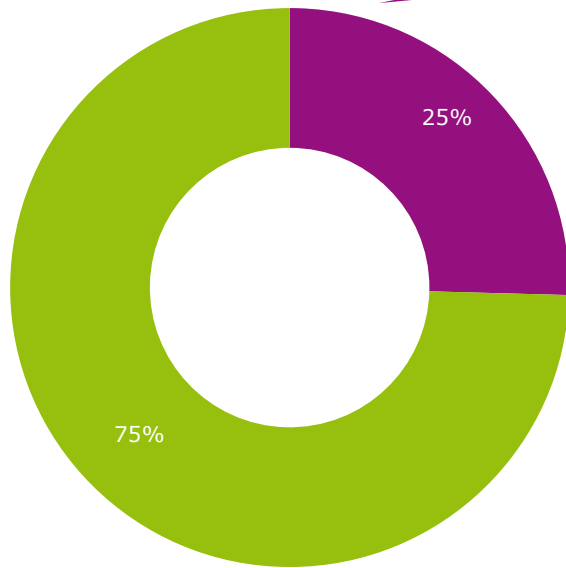
Organisations in the telecommunications, media & entertainment industry are the most likely to have lost data during the last year (with those in manufacturing and healthcare the least likely to).



**Figure 5e:** Has your organisation suffered from any form of loss of digital/electronic data in the last 12 months?

*N.B.: Only showing the "Yes" responses.*

## How many organisations have lost data? And how much has been lost?



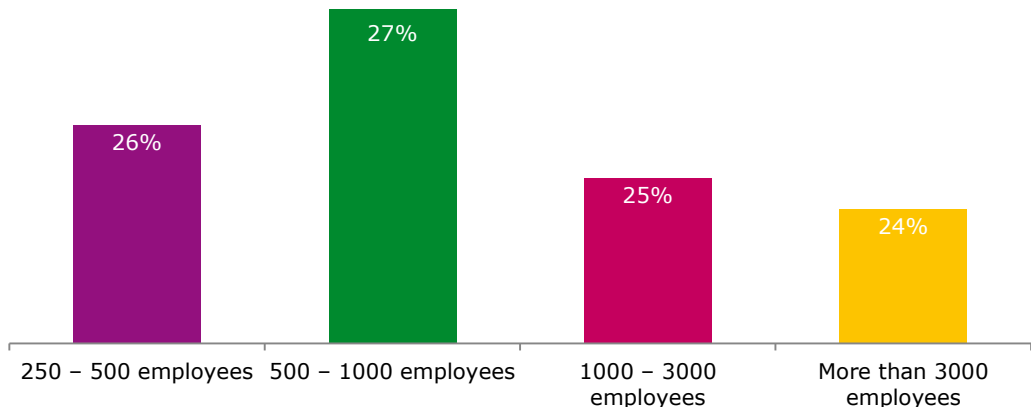
■ Yes      ■ No

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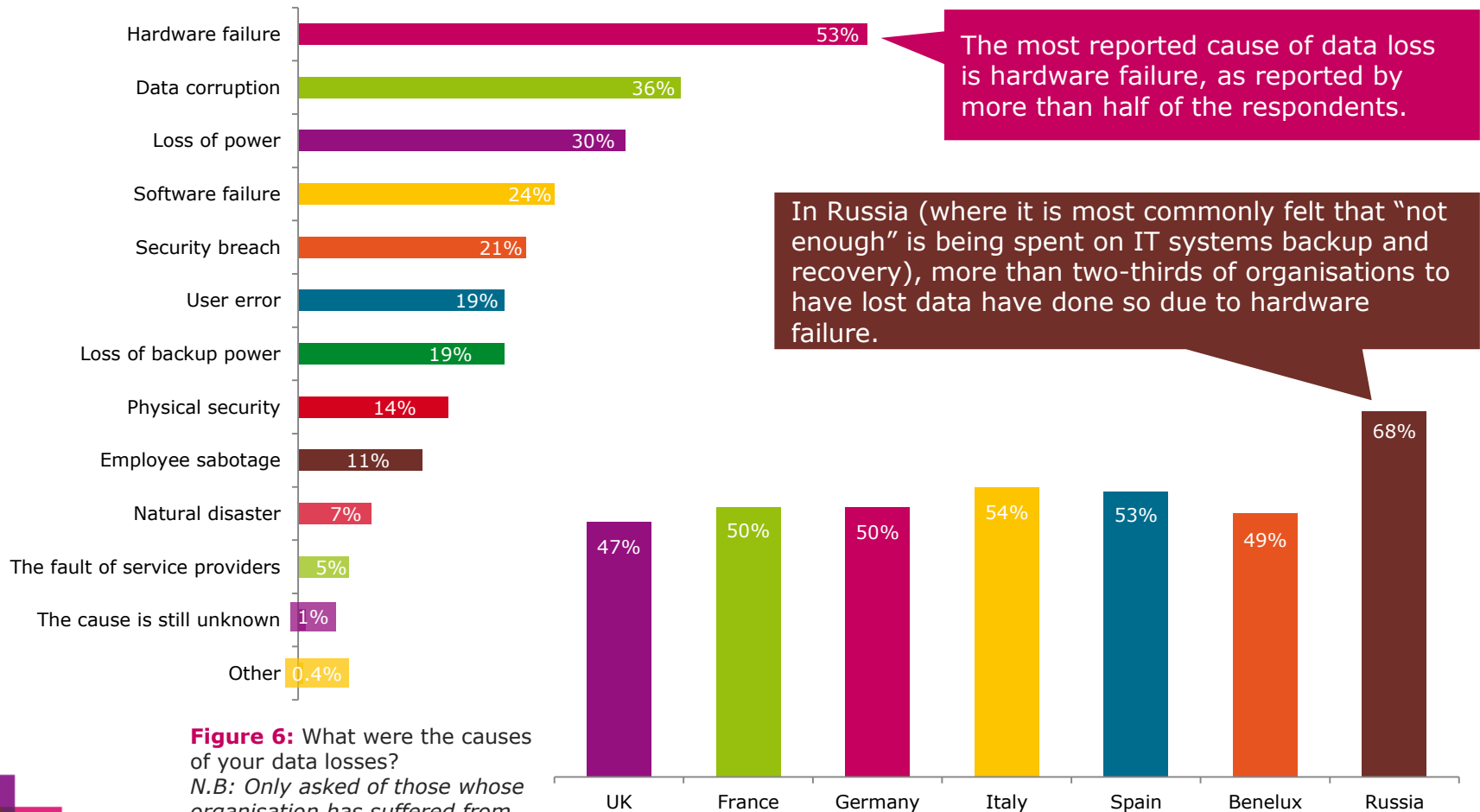
Organisations with 500-1000 employees are the most likely to have lost data during the last year (those with more than 3000 employees are the least likely to).



**Figure 5c:** Has your organisation suffered from any form of loss of digital/electronic data in the last 12 months?

*N.B.: Only showing the "Yes" responses.*

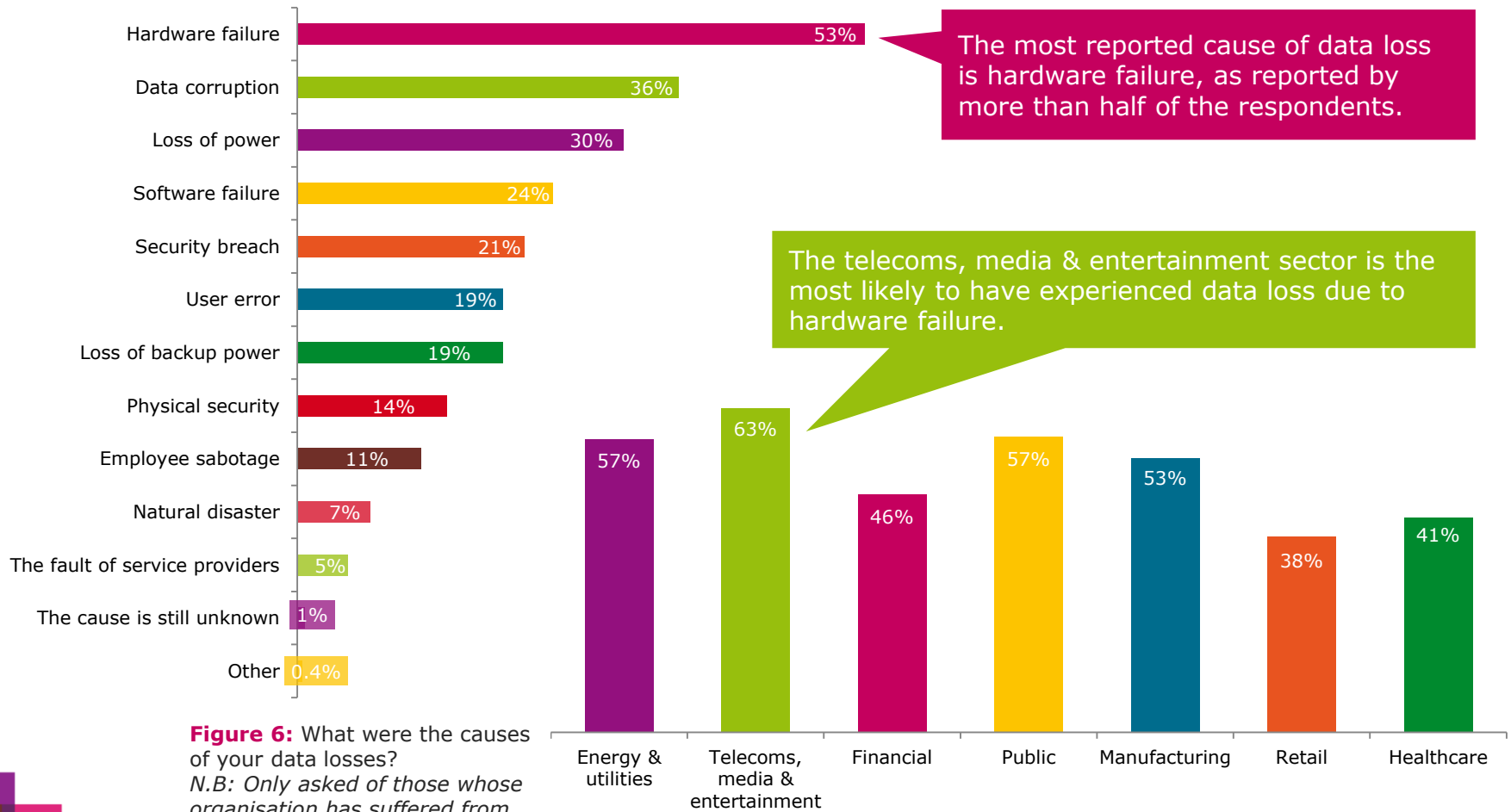
## There are many experienced causes of data loss



**Figure 6:** What were the causes of your data losses?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*

**Figure 6a:** What were the causes of your data losses?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*  
 - Only showing "Hardware failure" responses.

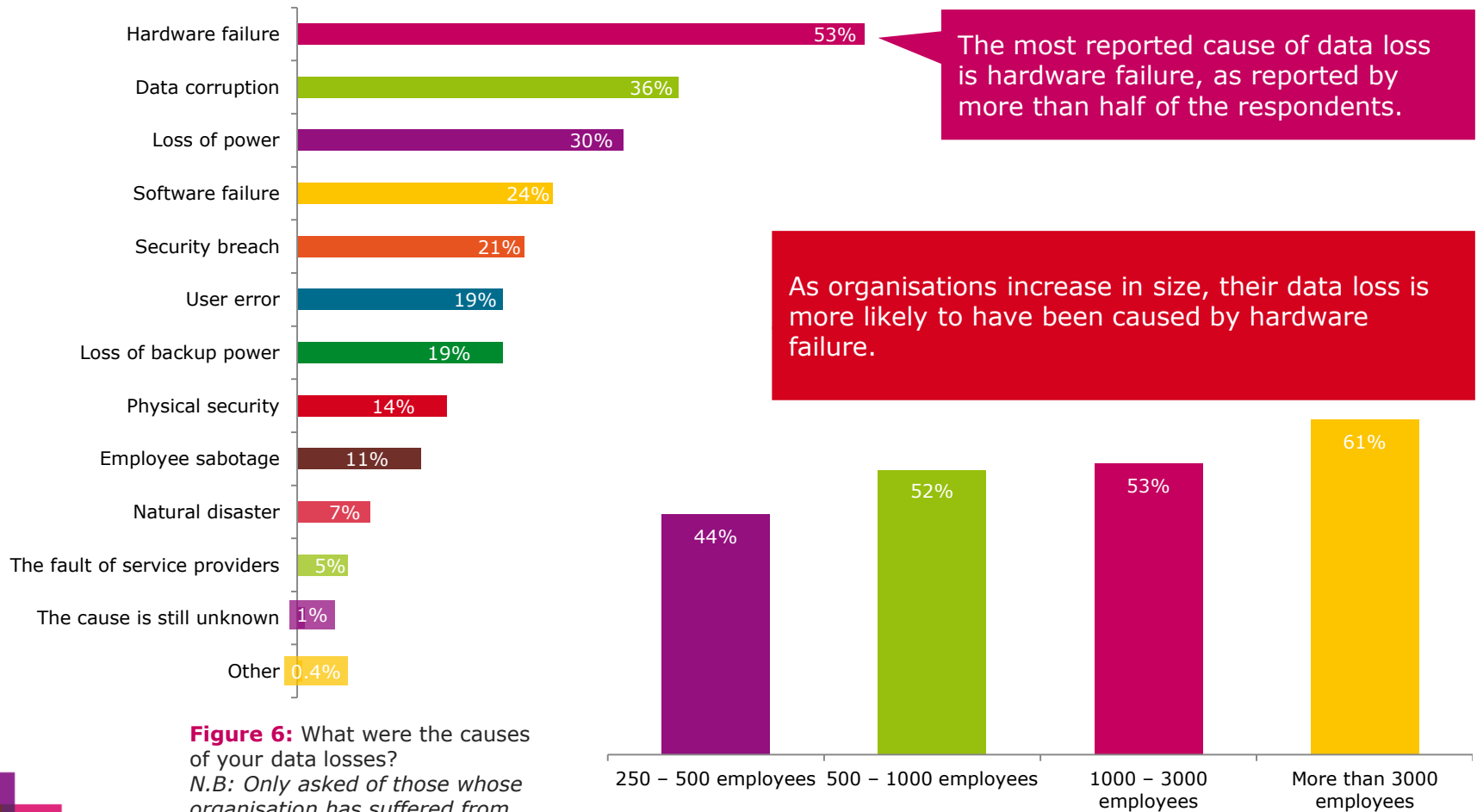
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**Figure 6:** What were the causes of your data losses?  
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**Figure 6b:** What were the causes of your data losses?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*  
 - Only showing "Hardware failure" responses.

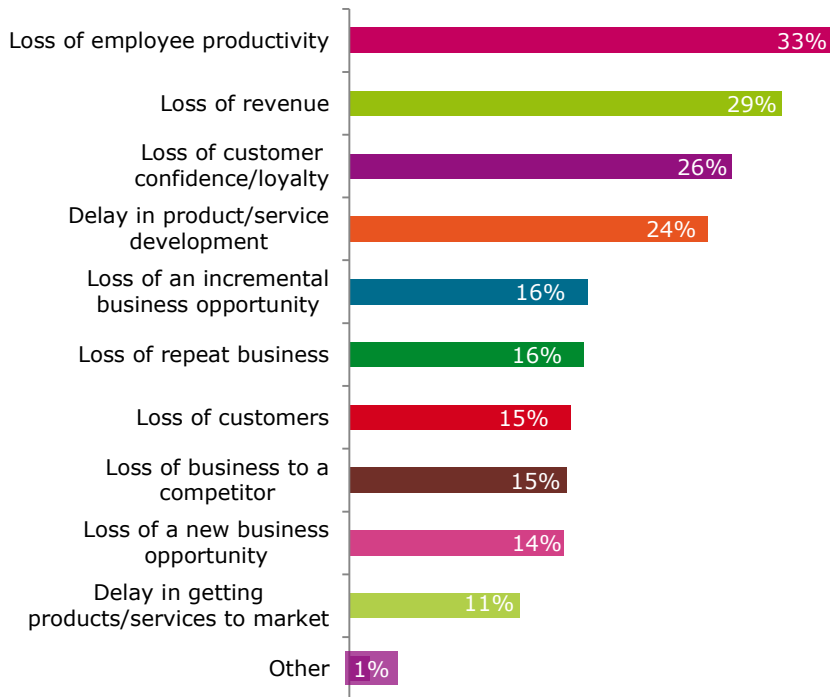
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## What are the consequences of lost data?

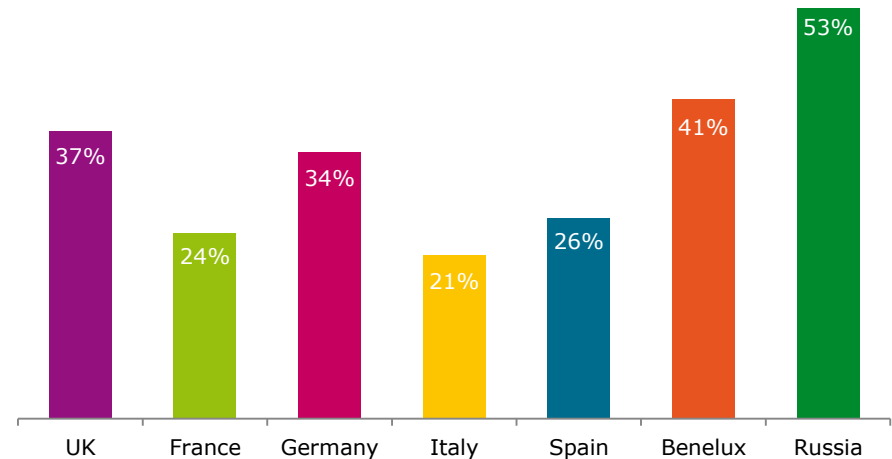


The most commonly reported commercial consequence of lost data is loss of employee productivity, experienced by one in three organisations to have lost data during the last year.

Loss of employee productivity is also the consequence which is reported to be the most impacting of those experienced.

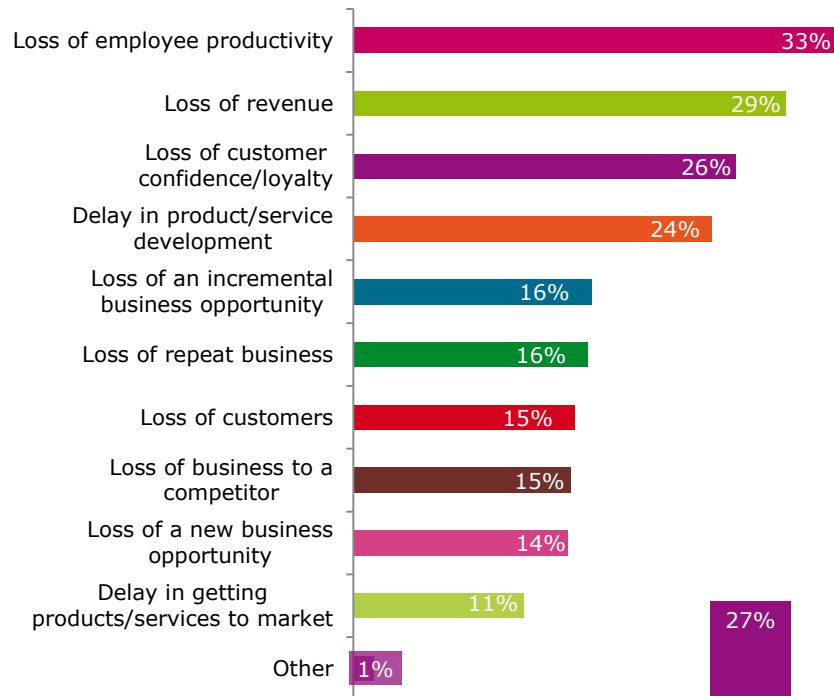
More than half of these organisations in Russia have experienced loss of employee productivity.

**Figure 7:** Have any of the following been commercial consequences of the data losses you have experienced over the last 12 months?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*



**Figure 7a:** Have any of the following been commercial consequences of the data losses you have experienced over the last 12 months?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750) – Only showing "Loss of employee productivity" responses*

## What are the consequences of lost data?

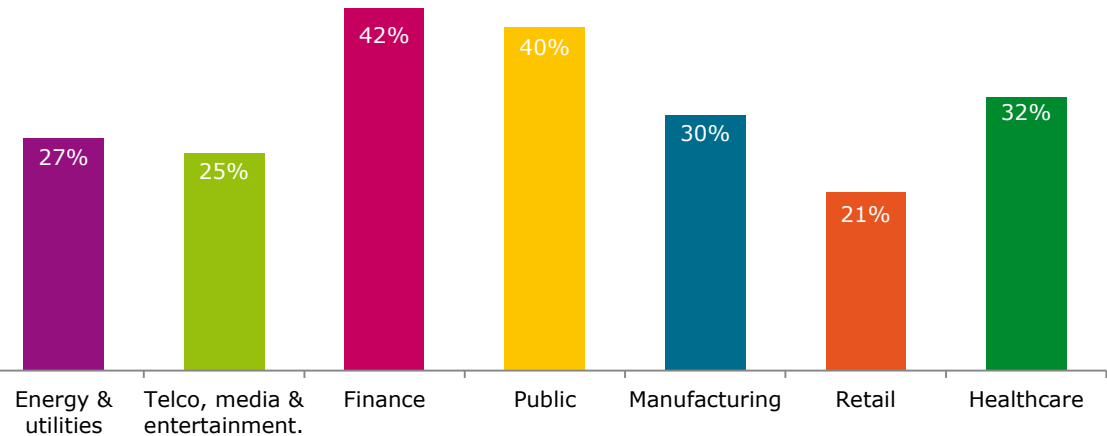


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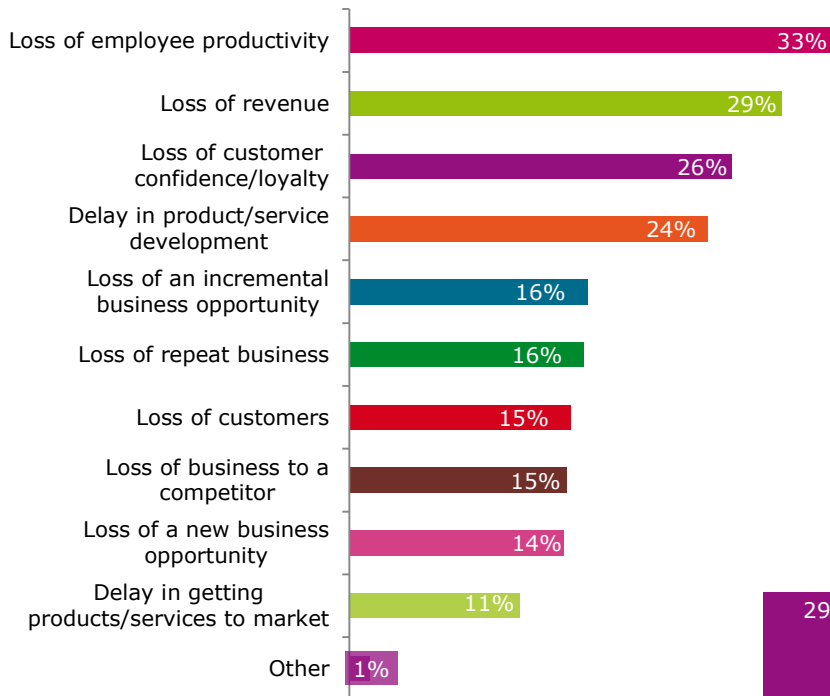
Organisations in financial services are most likely to have experienced loss of employee productivity.

**Figure 7:** Have any of the following been commercial consequences of the data losses you have experienced over the last 12 months?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*



**Figure 7b:** Have any of the following been commercial consequences of the data losses you have experienced over the last 12 months?  
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## What are the consequences of lost data?



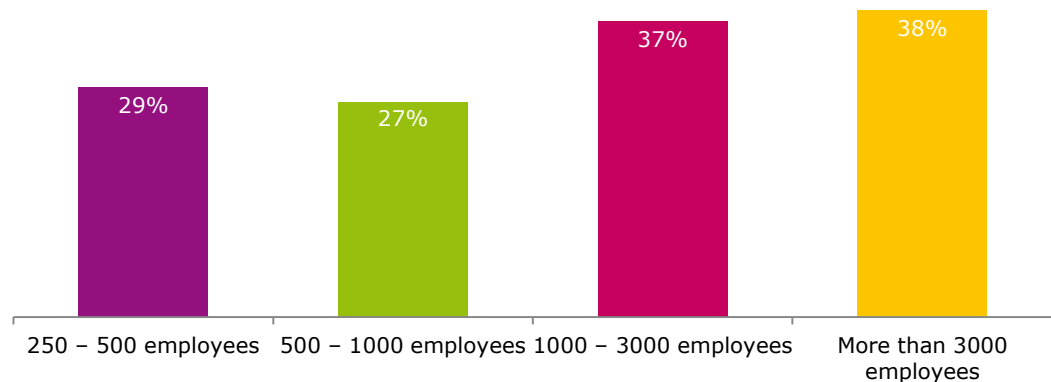
The most commonly reported commercial consequence of lost data is loss of employee productivity, experienced by one in three organisations to have lost data during the last year.

Loss of employee productivity is also the consequence which is reported to be the most impacting of those experienced.

Organisations with more than 3000 employees are the most likely to have experienced loss of employee productivity.

**Figure 7:** Have any of the following been commercial consequences of the data losses you have experienced over the last 12 months?

*N.B:* Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)



**Figure 7c:** Have any of the following been commercial consequences of the data losses you have experienced over the last 12 months?

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## How have organisations responded to losing data?

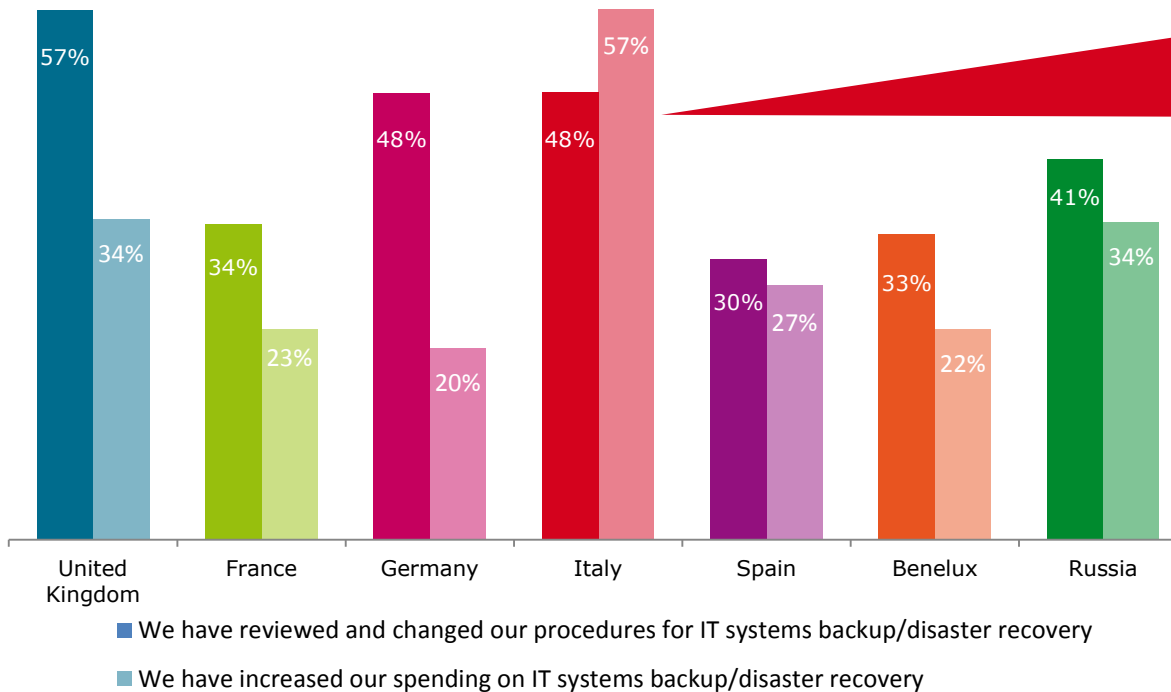


**Figure 8:** What steps have been taken as a result of your data losses?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*

These two answers above suggest that these organisations only recognised that their backup/disaster recovery procedures/technologies were insufficient for their needs once they had experienced a data loss.

Given that only a quarter of the organisations surveyed have experienced a data loss in the last year, how many other organisations may not be sufficiently prepared for data loss?

## How have organisations responded to losing data?



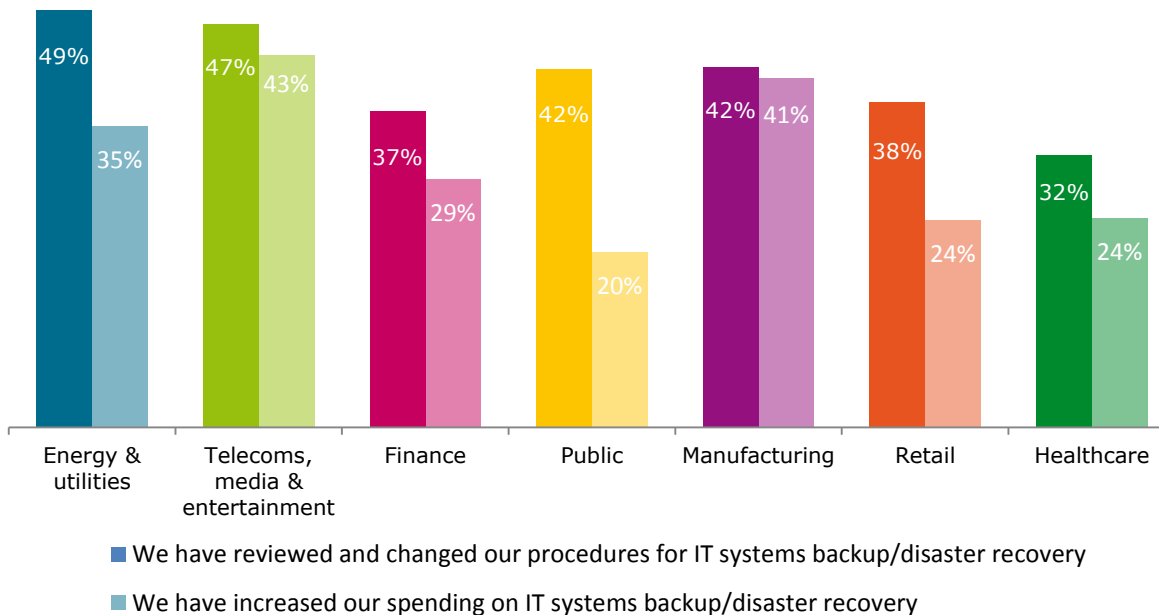
Organisations in Italy are more likely to have increased their spending on IT systems backup/disaster recovery than they are to have reviewed and changed their procedures – the only country to have reacted in this way.

More than half of the organisations in the UK have reviewed and changed their procedures for IT systems backup/disaster recovery.

**Figure 8a:** What steps have been taken as a result of your data losses?

*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*

## How have organisations responded to losing data?

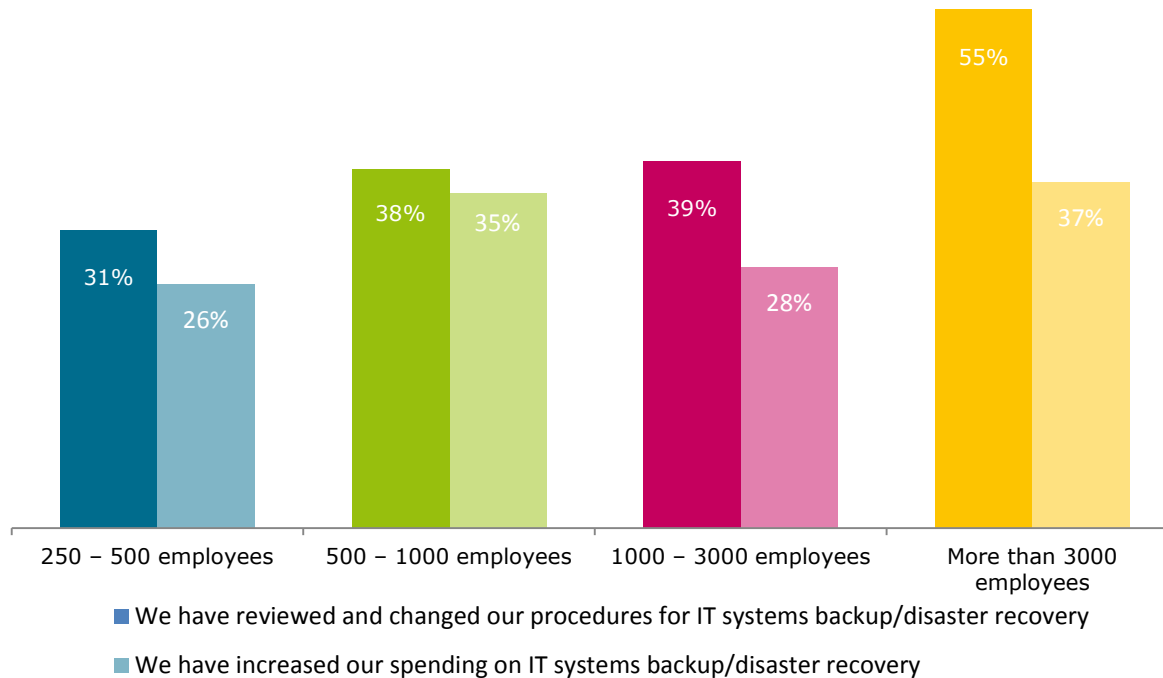


Across all sectors, it is more likely that review and change of procedures rather than increase their spending is the response to losing data.

The telecoms, media & entertainment sector (which is the sector most likely to have experienced data loss) is the sector most likely to have increased their spending.

**Figure 8b:** What steps have been taken as a result of your data losses?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*

## How have organisations responded to losing data?



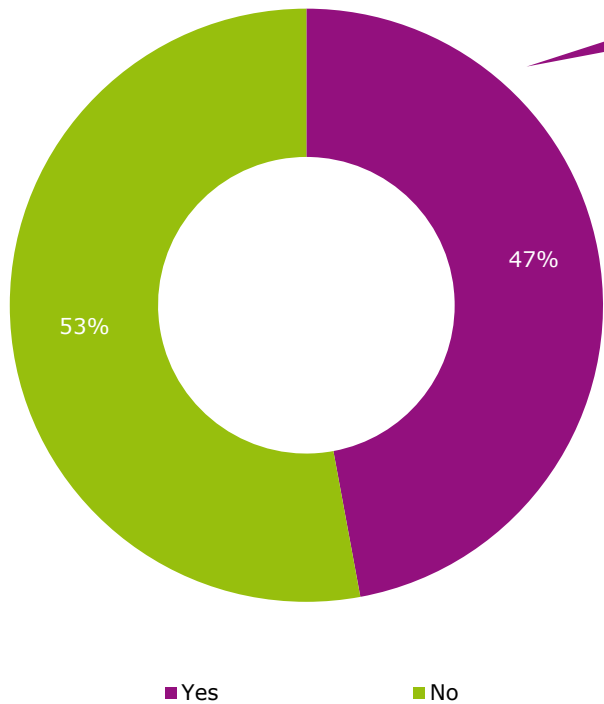
Across all sizes of organisation, it is more likely that they review and change their procedures rather than increase their spending.

The largest organisations (3000+ employees) are the most likely to have:

- Reviewed and changed their procedures and
- Increased their spending

**Figure 8c:** What steps have been taken as a result of your data losses?  
*N.B: Only asked of those whose organisation has suffered from any form of loss of digital/electronic data in the last 12 months (445/1750)*

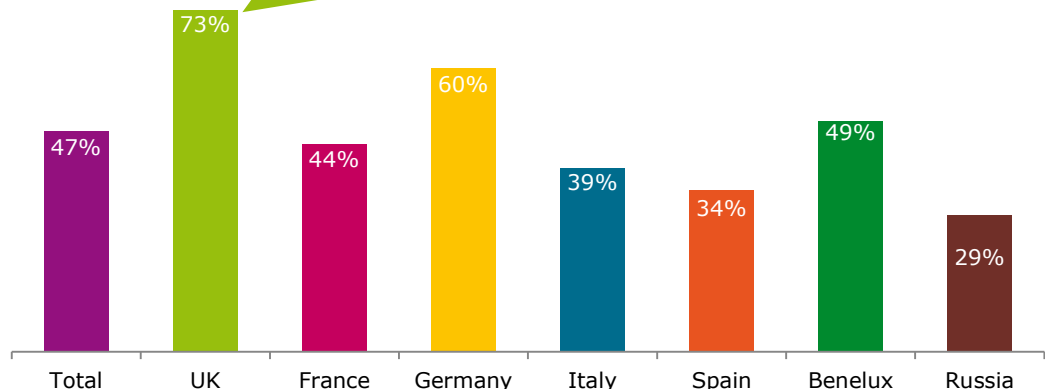
## How many organisations have experienced systems downtime? And for how long?



Almost half of the organisations surveyed have experienced systems downtime – almost twice as many as those to have experienced a data loss.

On average, organisations have experienced almost 2 days of systems downtime. with the following having lost the most time:  
 Italy – 2 and a half days  
 Telecoms, media & entertainment – almost 2 and a half days  
 More than 3000 employees – 2 days.

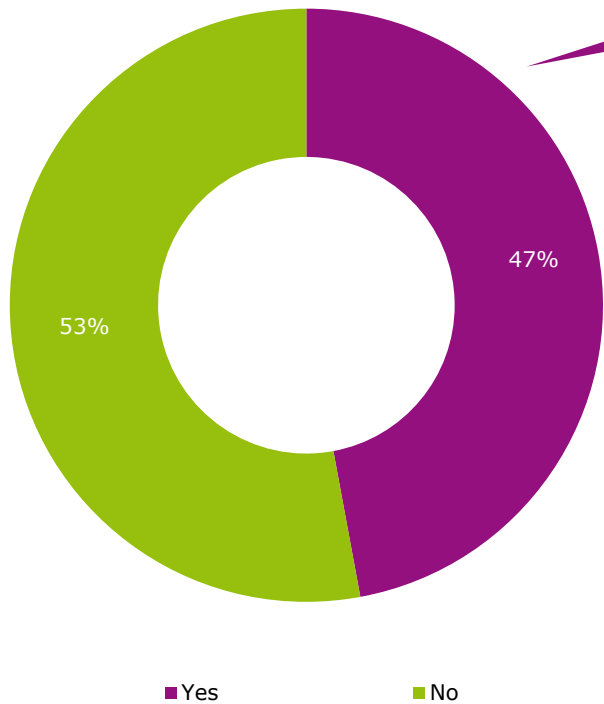
Almost three-quarters of organisations in the United Kingdom have experienced systems downtime during the last year.



**Figure 9:** Has your organisation suffered from any form of IT systems downtime in the last 12 months?

**Figure 9a:** Has your organisation suffered from any form of IT systems downtime in the last 12 months?  
 NB: Only showing "yes" responses.

## How many organisations have experienced systems downtime? And for how long?



Almost half of the organisations surveyed have experienced systems downtime – almost twice as many as those to have experienced a data loss.

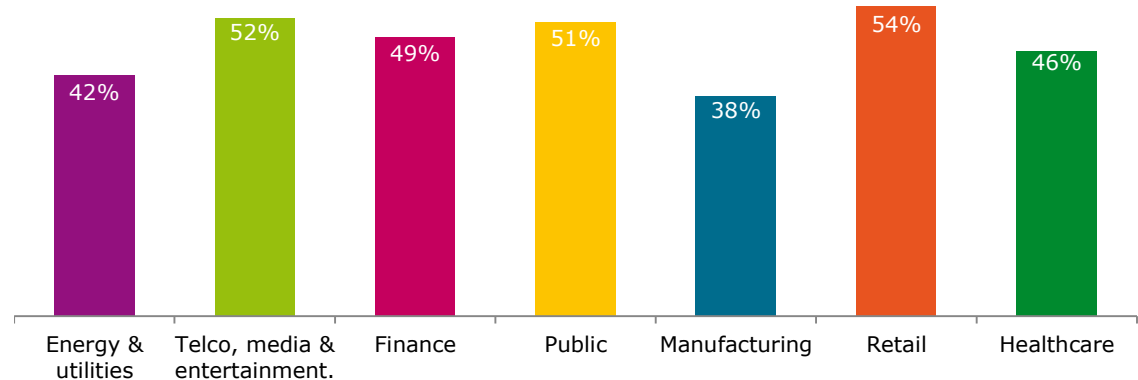
On average, organisations have experienced almost 2 days of systems downtime., with the following having lost the most time:

Italy – 2 and a half days

Telecoms, media & entertainment – almost 2 and a half days

More than 3000 employees – 2 days.

Organisations in retail are the most likely to have experienced systems downtime during the last year.

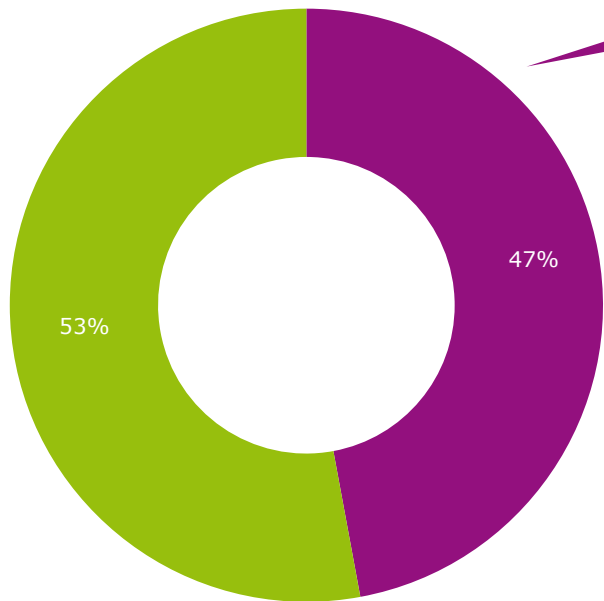


**Figure 9:** Has your organisation suffered from any form of IT systems downtime in the last 12 months?

**Figure 9b:** Has your organisation suffered from any form of IT systems downtime in the last 12 months?

*NB: Only showing "yes" responses.*

## How many organisations have experienced systems downtime? And for how long?



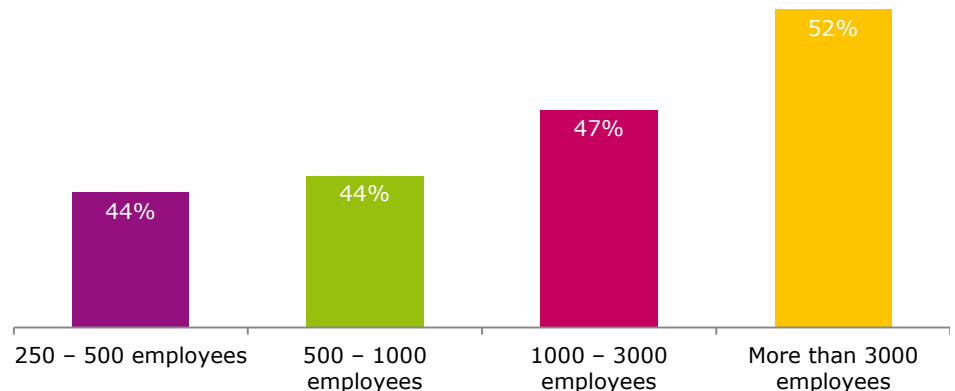
■ Yes      ■ No

**Figure 9:** Has your organisation suffered from any form of IT systems downtime in the last 12 months?

Almost half of the organisations surveyed have experienced systems downtime – almost twice as many as those to have experienced a data loss.

On average, organisations have experienced almost 2 days of systems downtime., with the following having lost the most time:  
 Italy – 2 and a half days  
 Telecoms, media & entertainment – almost 2 and a half days  
 More than 3000 employees – 2 days.

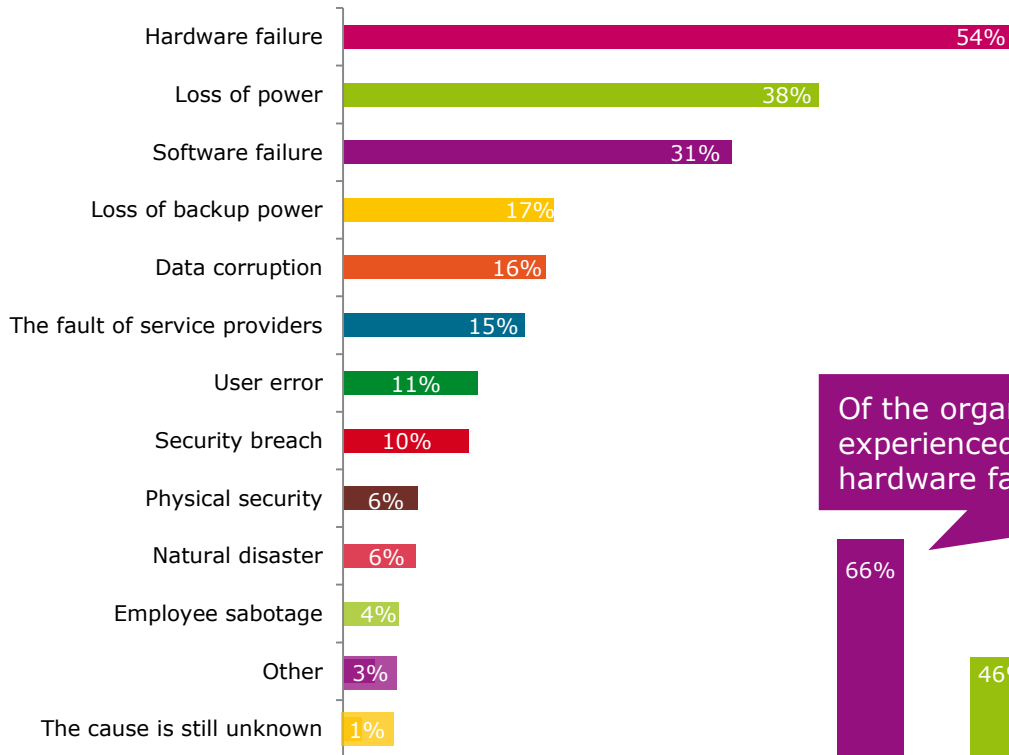
As organisations increase in size, it is more likely that they have experienced systems downtime; organisations with more than 3,000 employees have also experienced the most downtime as well as being the most likely to do so.



**Figure 9c:** Has your organisation suffered from any form of IT systems downtime in the last 12 months?

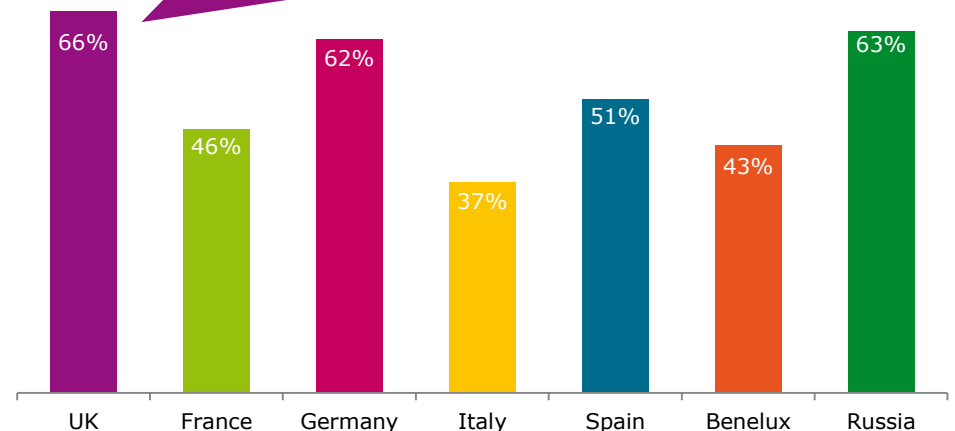
*NB: Only showing "yes" responses.*

## What are the causes of systems downtime?



The most reported cause of systems downtime during the last year is the same as the primary cause of data loss - hardware failure - as reported by more than half of organisations.

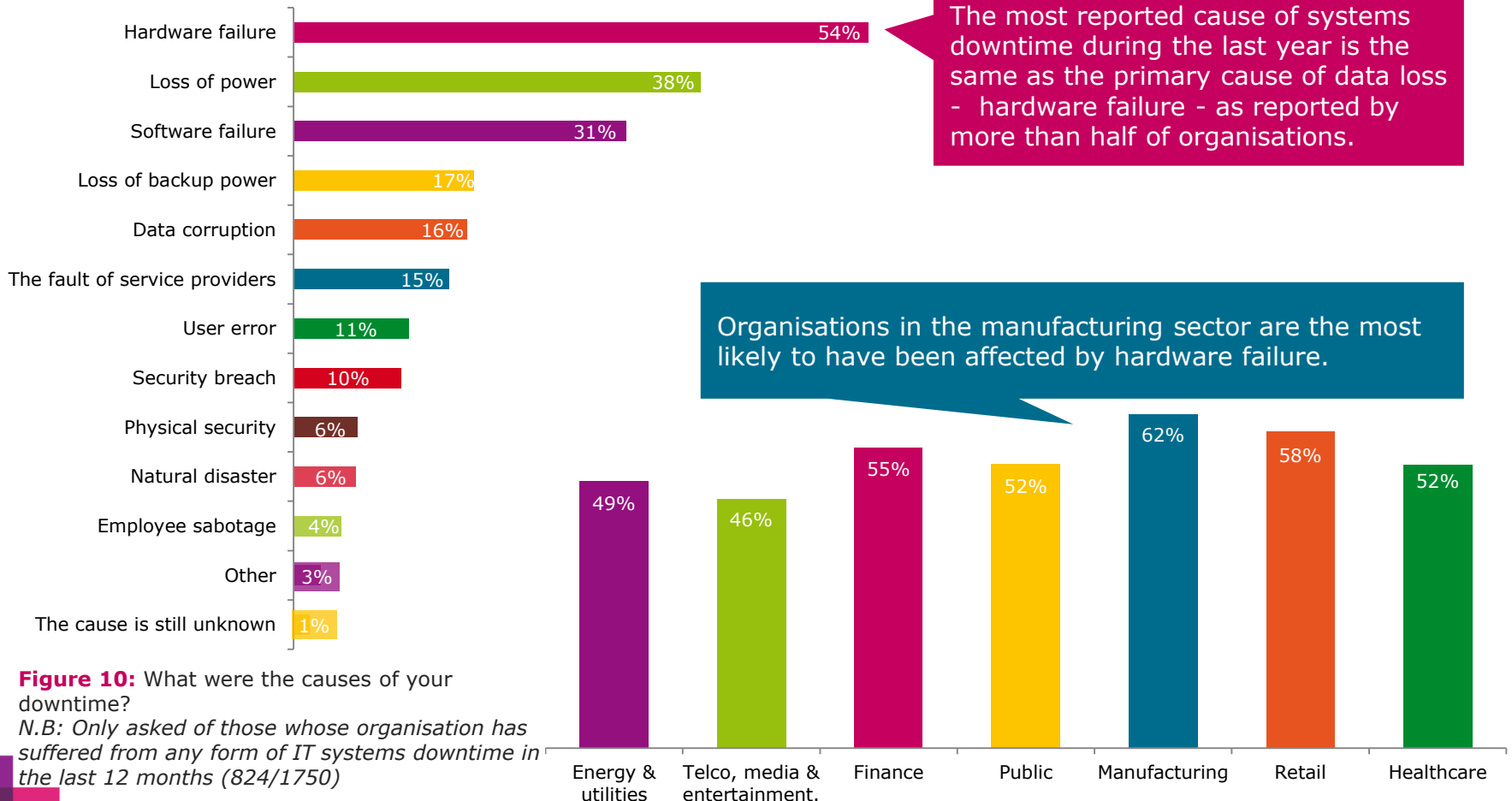
Of the organisations in the United Kingdom to have experienced systems downtime, the most likely cause is hardware failure.



**Figure 10:** What were the causes of your downtime?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

**Figure 10a:** What were the causes of your downtime?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750) Only showing "Hardware failure" responses.*

## What are the causes of systems downtime?



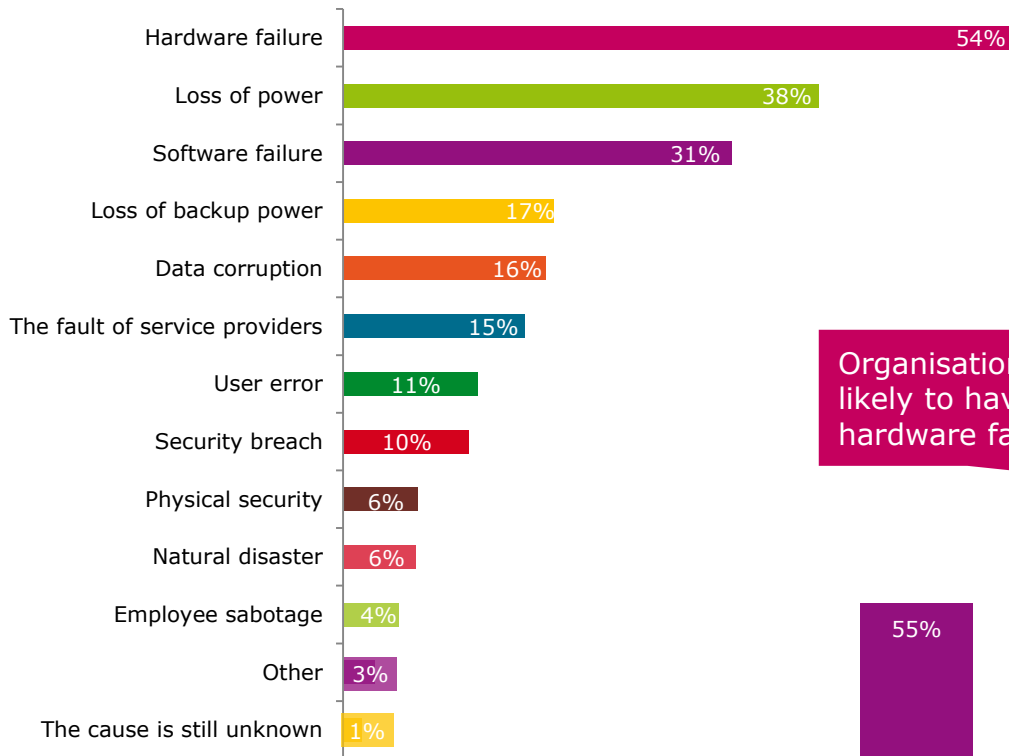
**Figure 10:** What were the causes of your downtime?

*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

**Figure 10b:** What were the causes of your downtime?

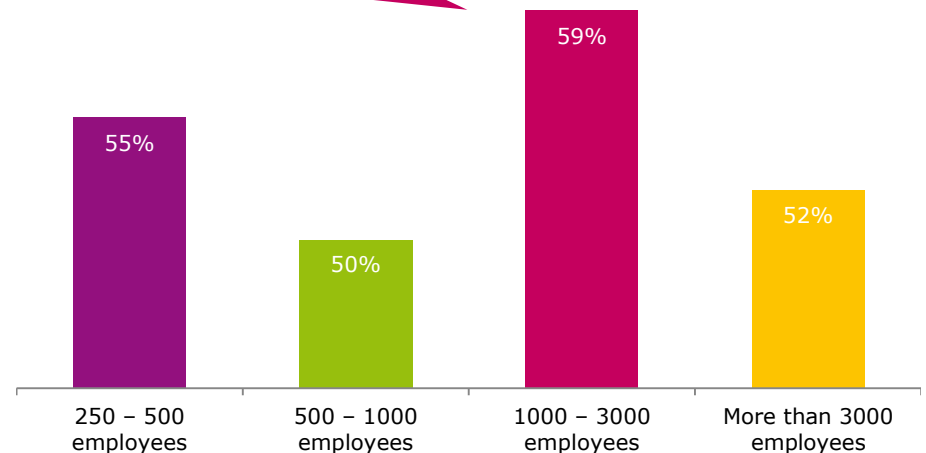
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750) Only showing "Hardware failure" responses.*

## What are the causes of systems downtime?



The most reported cause of systems downtime during the last year is the same as the primary cause of data loss - hardware failure - as reported by more than half of organisations.

Organisations with 1000-3000 employees are the most likely to have experienced systems downtime caused by hardware failure.



**Figure 10:** What were the causes of your downtime?

*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

**Figure 10c:** What were the causes of your downtime?

*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750) Only showing "Hardware failure" responses.*

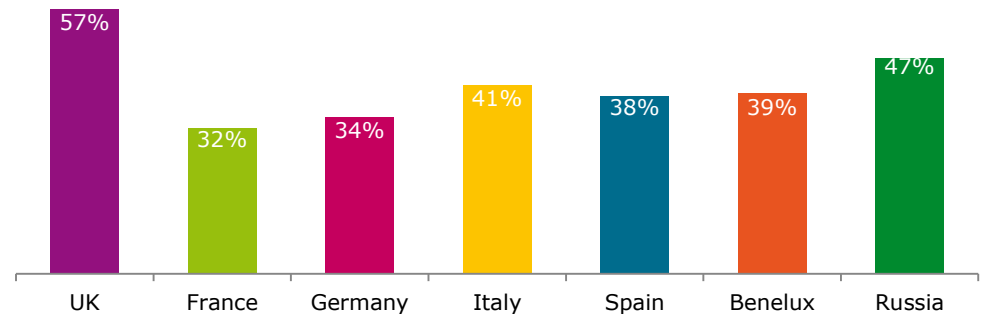
## What are the consequences of systems downtime?



Similarly, the most commonly reported consequence of systems downtime, is the same as that of data loss – being loss of employee productivity ...

... and it is considered to have been the most significant consequence of those experienced – as with data loss.

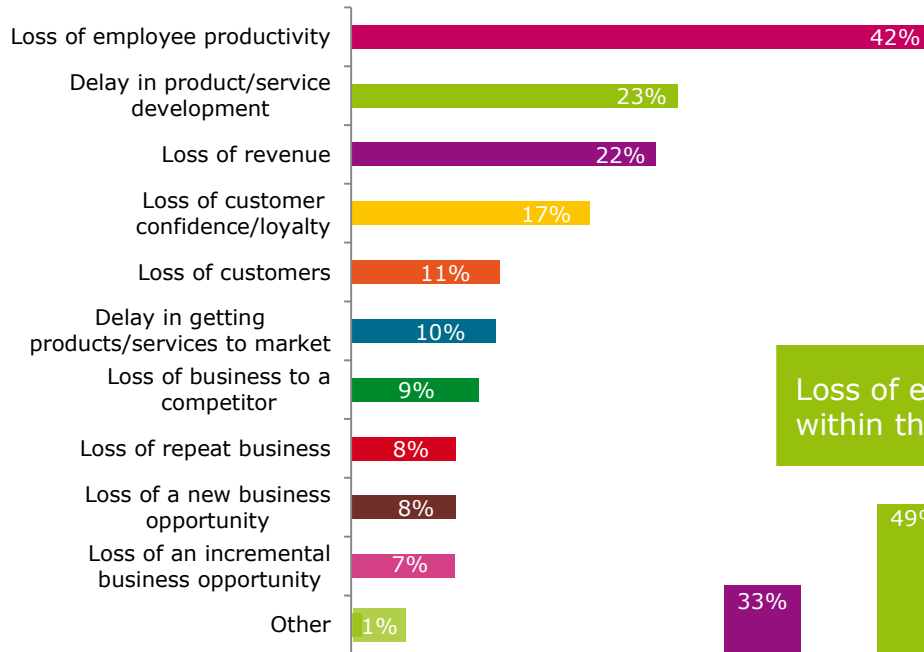
The majority of organisations in the United Kingdom to have experienced systems downtime have suffered from a loss of employee productivity as a result – making the UK the country most likely to.



**Figure 11:** Have any of the following been commercial consequences of the IT systems downtime you have experienced over the last 12 months?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

**Figure 11a:** Have any of the following been commercial consequences of the IT systems downtime you have experienced over the last 12 months?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*  
 Only showing "Loss of employee productivity" responses.

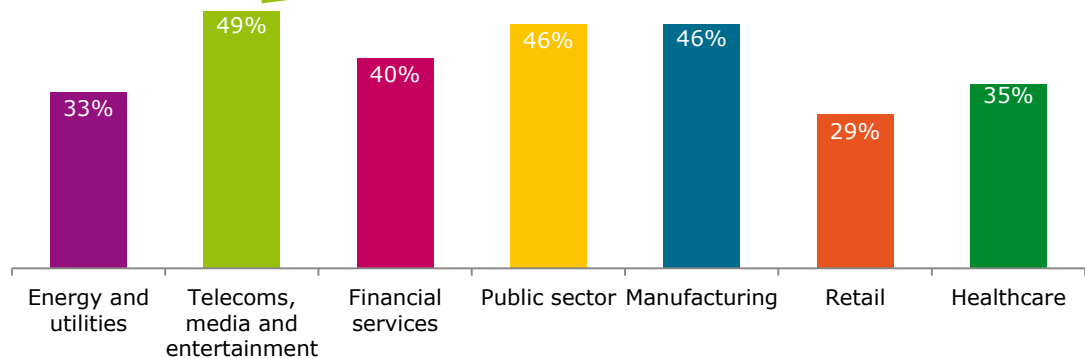
## What are the consequences of systems downtime?



Similarly, the most commonly reported consequence of systems downtime, is the same as that of data loss – being loss of employee productivity ...

... and it is considered to have been the most significant consequence of those experienced – as with data loss.

Loss of employee productivity is most commonly experienced within the telecoms, media and entertainment sector.



**Figure 11:** Have any of the following been commercial consequences of the IT systems downtime you have experienced over the last 12 months?

*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

**Figure 11b:** Have any of the following been commercial consequences of the IT systems downtime you have experienced over the last 12 months?

*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

*Only showing "Loss of employee productivity" responses.*

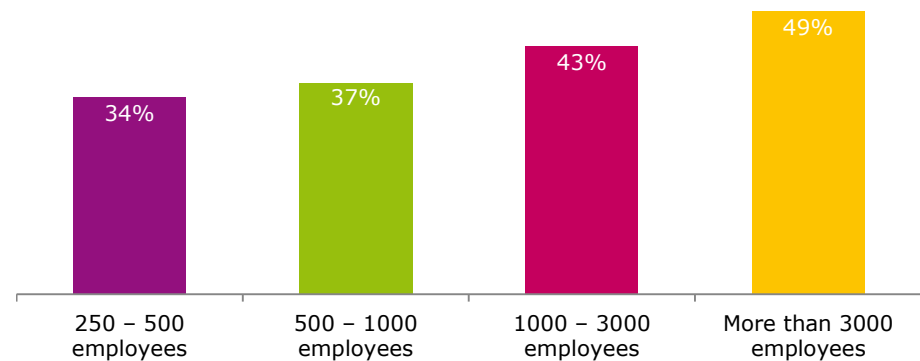
## What are the consequences of systems downtime?



Similarly, the most commonly reported consequence of systems downtime, is the same as that of data loss – being loss of employee productivity ...

... and it is considered to have been the most significant consequence of those experienced – as with data loss.

The larger the organisation, the more likely it is that organisations experience loss of employee productivity as a consequence of systems downtime.



**Figure 11:** Have any of the following been commercial consequences of the IT systems downtime you have experienced over the last 12 months?

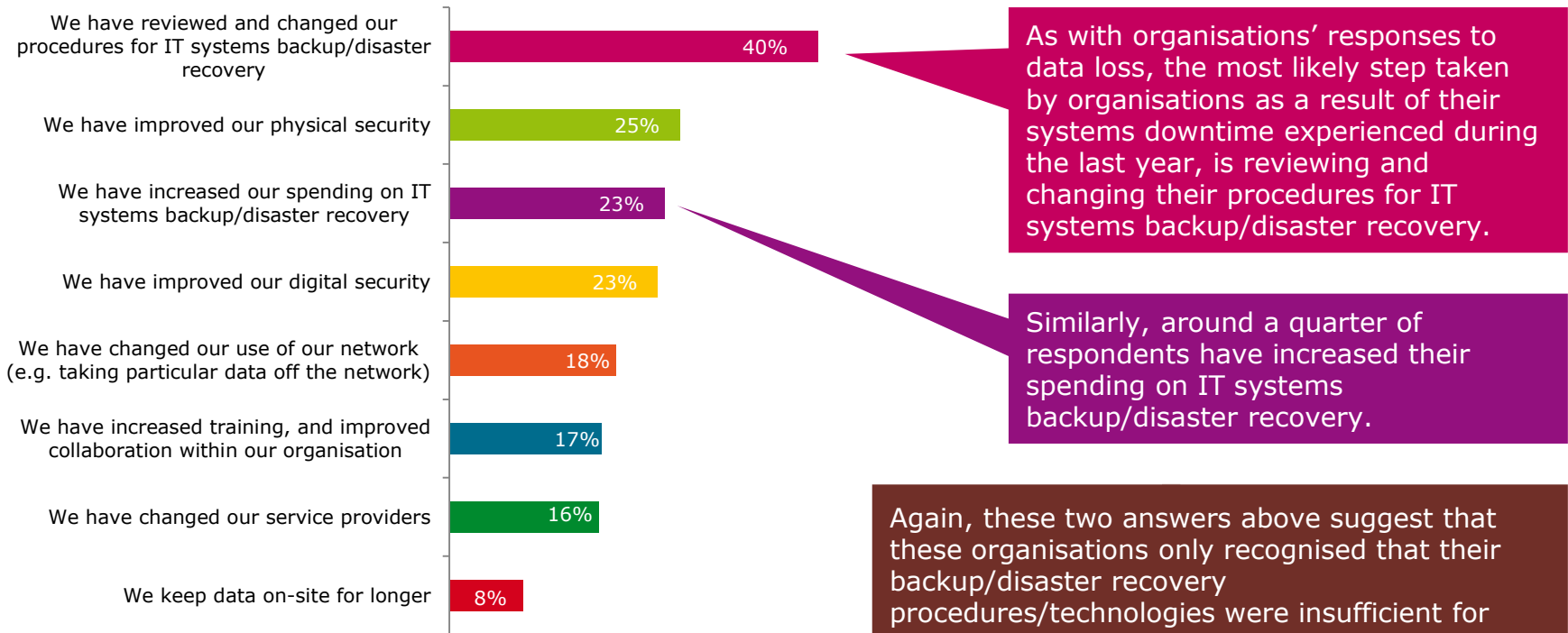
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

**Figure 11c:** Have any of the following been commercial consequences of the IT systems downtime you have experienced over the last 12 months?

*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

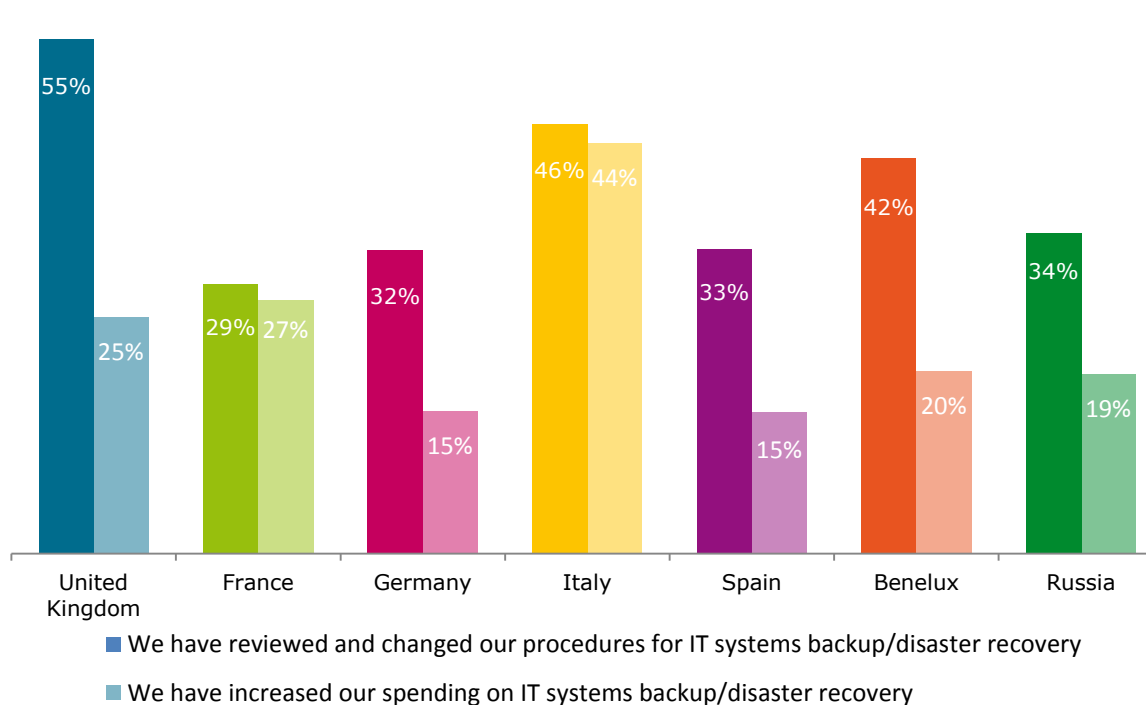
*Only showing "Loss of employee productivity" responses.*

## How have organisations responded to systems downtime?



**Figure 12:** What steps have been taken as a result of your IT systems downtime?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

## How have organisations responded to systems downtime?



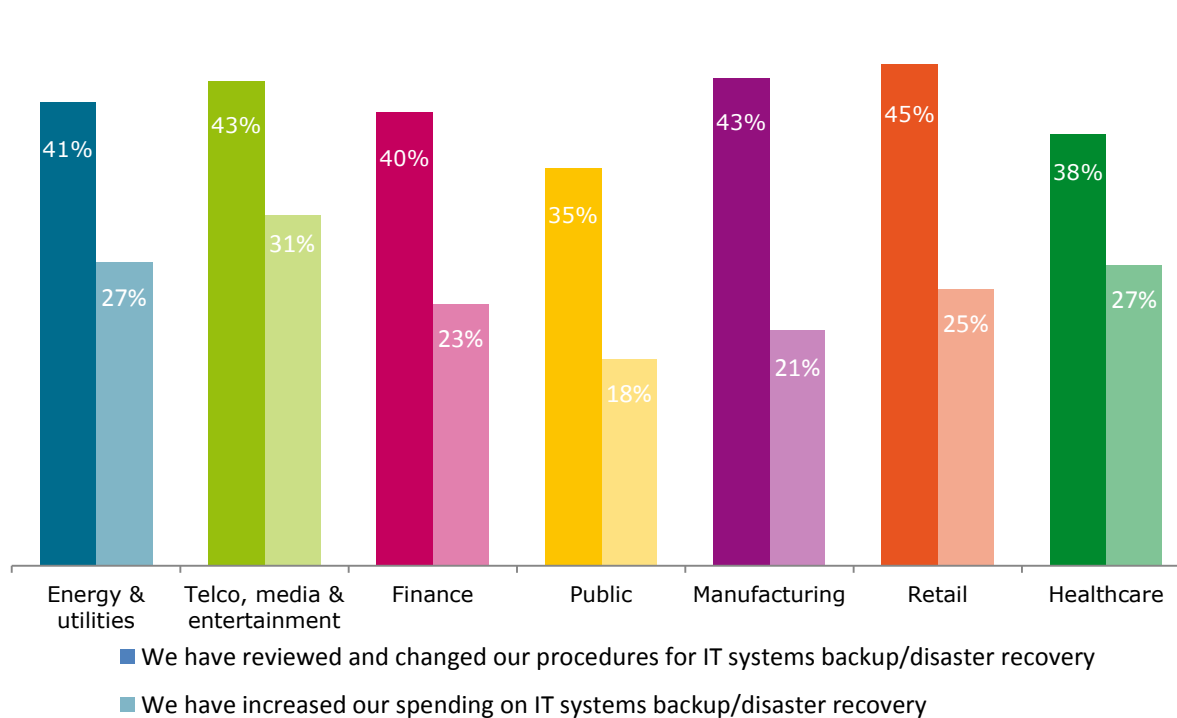
Across all countries, organisations are more likely to review and change their policies rather than increase their spending.

Organisations in the UK are the most likely to review and change their procedures, with the majority having done so.

Organisations in Italy are the most likely to increase their spending, with almost half doing so.

**Figure 12a:** What steps have been taken as a result of your IT systems downtime?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

## How have organisations responded to systems downtime?



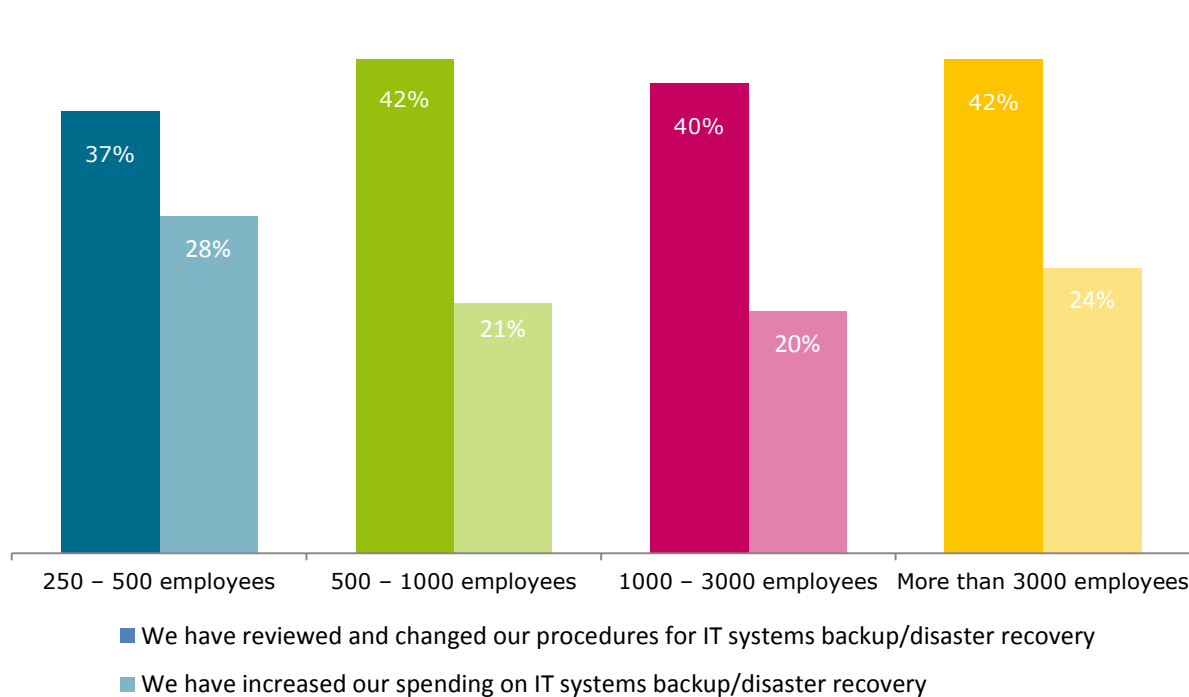
Across all sectors, organisations are more likely to review and change their policies rather than increase their spending.

Organisations in the retail industry are the most likely to review and change their procedures.

Organisations in the telecommunications, media and entertainment sector are the most likely to increase their spending.

**Figure 12b:** What steps have been taken as a result of your IT systems downtime?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*

## How have organisations responded to systems downtime?



Across all sizes, organisations are more likely to review and change their policies rather than increase their spending.

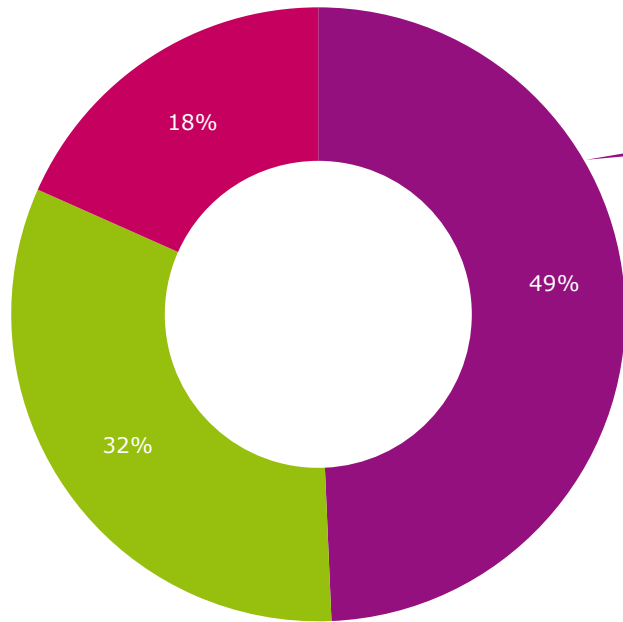
The smallest organisations (250 – 500 employees) are the most likely to increase their spending.

**Figure 12c:** What steps have been taken as a result of your IT systems downtime?  
*N.B: Only asked of those whose organisation has suffered from any form of IT systems downtime in the last 12 months (824/1750)*



### 3: Requirements or incentives to have a disaster recovery plan

## Are organisations required to have a disaster recovery plan?



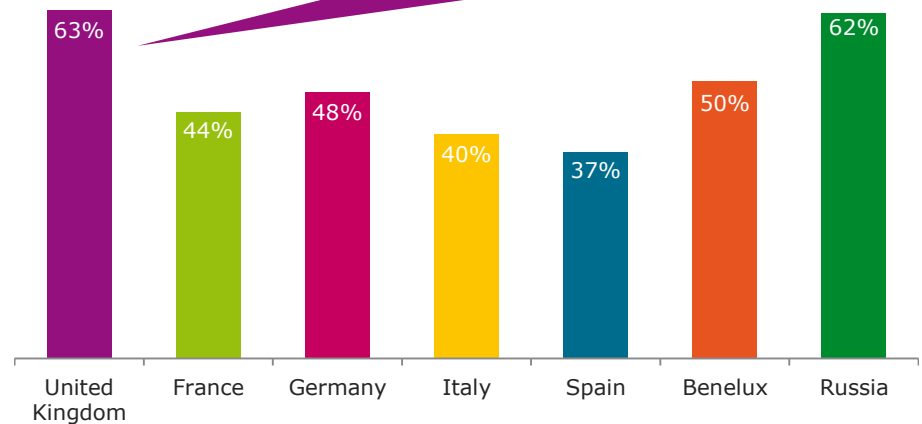
■ Yes   ■ No   ■ Don't know

**Figure 13:** Are you obligated by either your insurance policy and/or regulatory obligation to have a disaster recovery plan?

Half of organisations are obligated to have a disaster recovery plan – either by their insurance policy or regulatory requirements.

However, one in five organisations do not know if they are required to have a disaster recovery plan by their insurance policy or regulations.

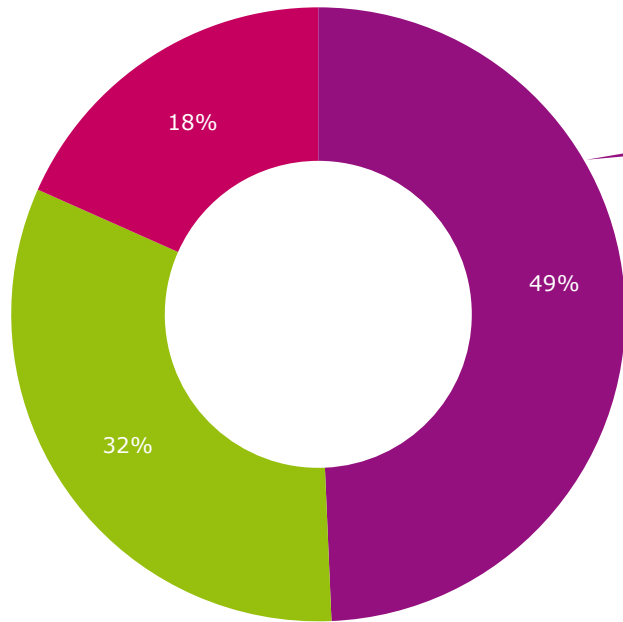
Organisations in the UK are the most likely to be obligated to have a disaster recovery plan.



**Figure 13a:** Are you obligated by either your insurance policy and/or regulatory obligation to have a disaster recovery plan?

*NB: Only showing "Yes" responses*

## Are organisations required to have a disaster recovery plan?



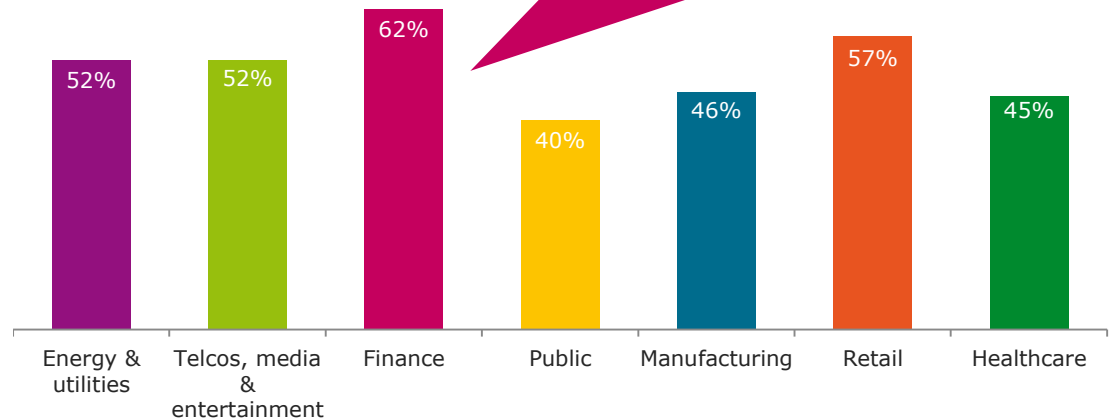
■ Yes ■ No ■ Don't know

**Figure 13:** Are you obligated by either your insurance policy and/or regulatory obligation to have a disaster recovery plan?

Half of organisations are obligated to have a disaster recovery plan – either by their insurance policy or regulatory requirements.

However, one in five organisations do not know if they are required to have a disaster recovery plan by their insurance policy or regulations.

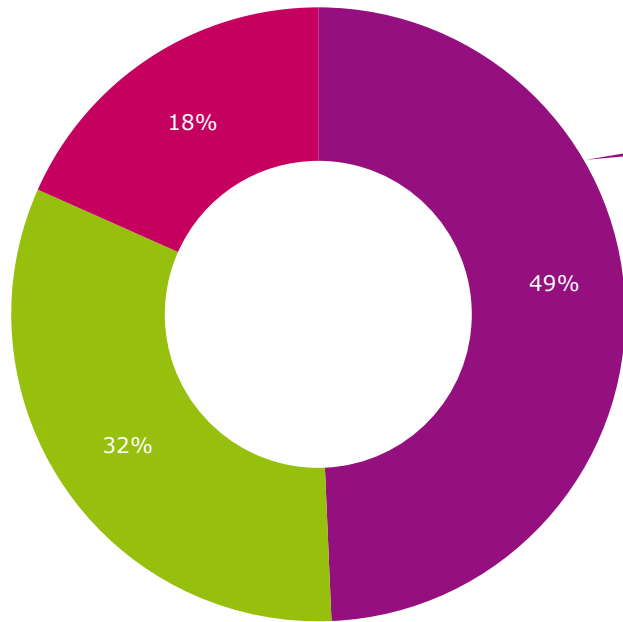
Understandably, organisations in the finance sector are the most likely to report being obligated to have a disaster recovery plan.



**Figure 13b:** Are you obligated by either your insurance policy and/or regulatory obligation to have a disaster recovery plan?

*NB: Only showing "Yes" responses*

## Are organisations required to have a disaster recovery plan?



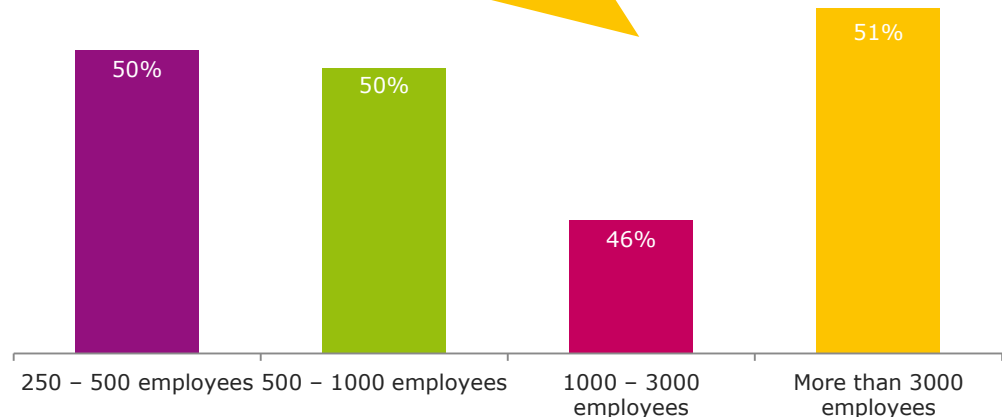
■ Yes   ■ No   ■ Don't know

**Figure 13:** Are you obligated by either your insurance policy and/or regulatory obligation to have a disaster recovery plan?

Half of organisations are obligated to have a disaster recovery plan – either by their insurance policy or regulatory requirements.

However, one in five organisations do not know if they are required to have a disaster recovery plan by their insurance policy or regulations.

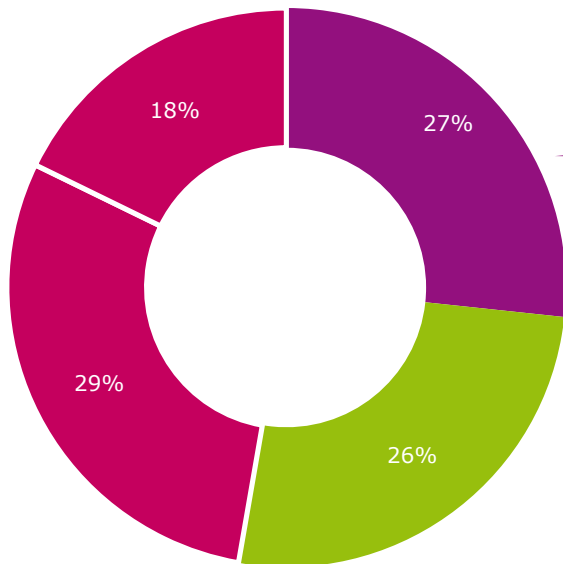
Organisations with more than 3000 employees are the most likely to be obligated to have a disaster recovery plan.



**Figure 13:c** Are you obligated by either your insurance policy and/or regulatory obligation to have a disaster recovery plan?

*NB: Only showing "Yes" responses*

## Are organisations financially incentivised to have a disaster recovery plan?



- Yes
- No
- Don't know
- This has never been discussed or investigated

Just over a quarter of the organisations surveyed are offered reduced premiums by their insurance provider depending on their IT systems backup/disaster recovery strategy.

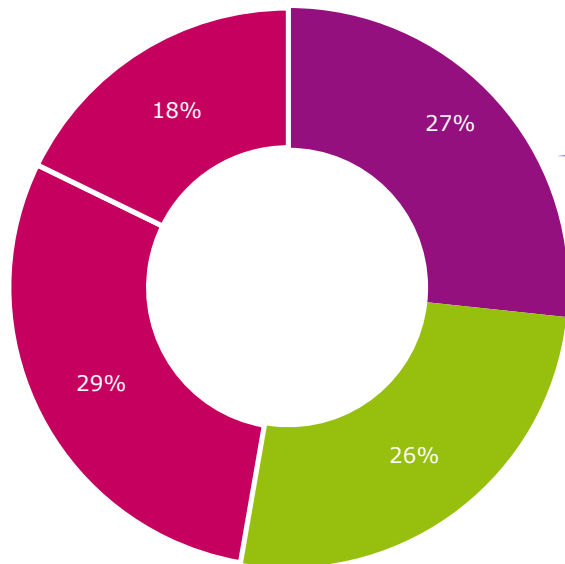
A similar proportion know that they are not offered such an incentive.

Just under half of the surveyed organisations do not know if, or have never considered that, their insurance provider offers reduced premiums depending on IT systems backup/disaster recovery strategy. This suggests that within these organisations, IT systems backup/disaster recovery strategy has not been considered to be a source of potential cost-cutting or savings.

**Figure 14:** Does your insurance provider offer you reduced premiums depending on your IT systems backup/disaster recovery strategy?



## Are organisations financially incentivised to have a disaster recovery plan?



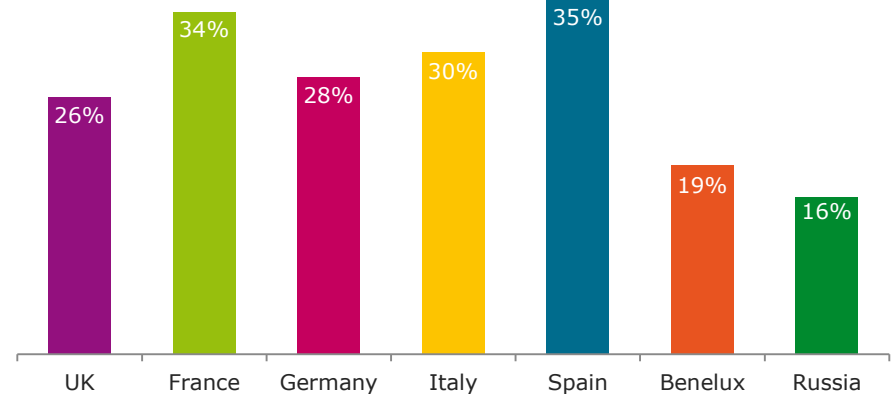
- Yes
- No
- Don't know
- This has never been discussed or investigated

**Figure 14:** Does your insurance provider offer you reduced premiums depending on your IT systems backup/disaster recovery strategy?

Just over a quarter of the organisations surveyed are offered reduced premiums by their insurance provider depending on their IT systems backup/disaster recovery strategy.

A similar proportion know that they are not offered such an incentive.

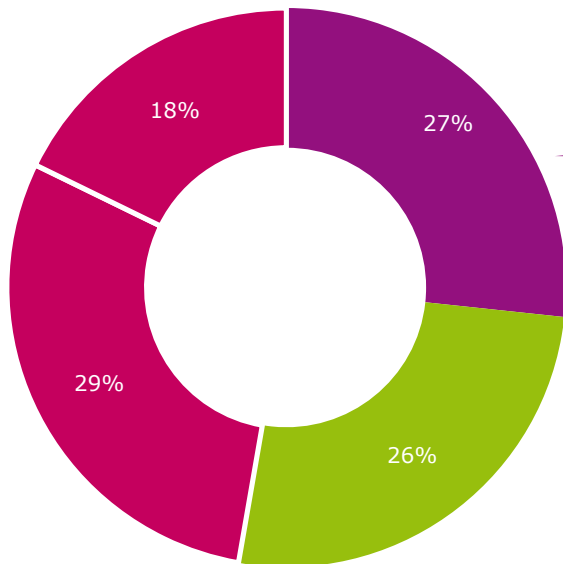
Organisations in Spain are the most likely to report being offered reduced premiums.



**Figure 14a:** Does your insurance provider offer you reduced premiums depending on your IT systems backup/disaster recovery strategy?

*NB: Only showing "Yes" responses*

## Are organisations financially incentivised to have a disaster recovery plan?



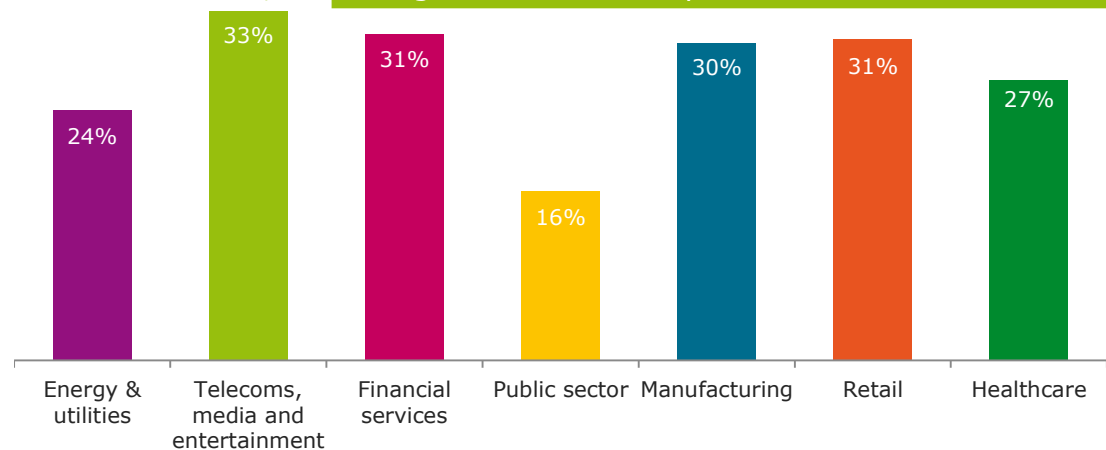
- Yes
- No
- Don't know
- This has never been discussed or investigated

**Figure 14:** Does your insurance provider offer you reduced premiums depending on your IT systems backup/disaster recovery strategy?

Just over a quarter of the organisations surveyed are offered reduced premiums by their insurance provider depending on their IT systems backup/disaster recovery strategy.

A similar proportion know that they are not offered such an incentive.

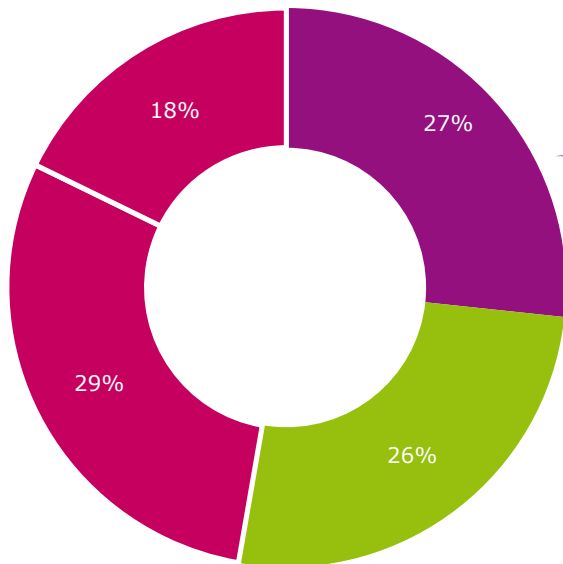
The telecommunications, media and entertainment sector is the most likely to report being offered reduced premiums.



**Figure 14b:** Does your insurance provider offer you reduced premiums depending on your IT systems backup/disaster recovery strategy?

*NB: Only showing "Yes" responses*

## Are organisations financially incentivised to have a disaster recovery plan?

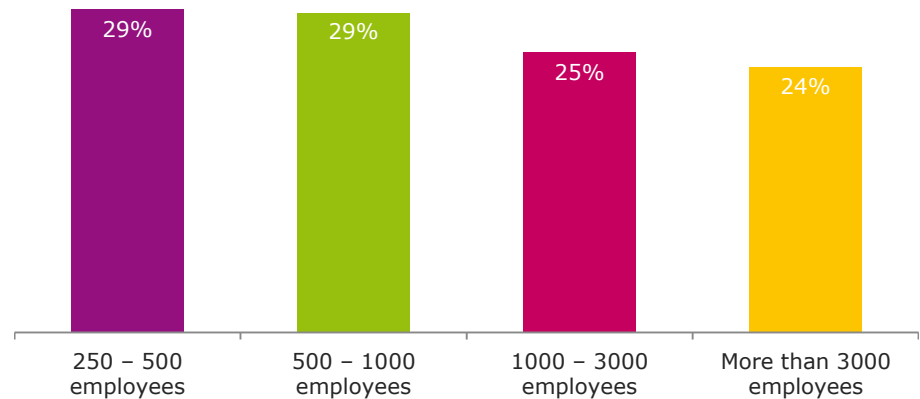


- Yes
- No
- Don't know
- This has never been discussed or investigated

Just over a quarter of the organisations surveyed are offered reduced premiums by their insurance provider depending on their IT systems backup/disaster recovery strategy.

A similar proportion know that they are not offered such an incentive.

As organisations increase in size, they are less likely to report being offered reduced premiums.



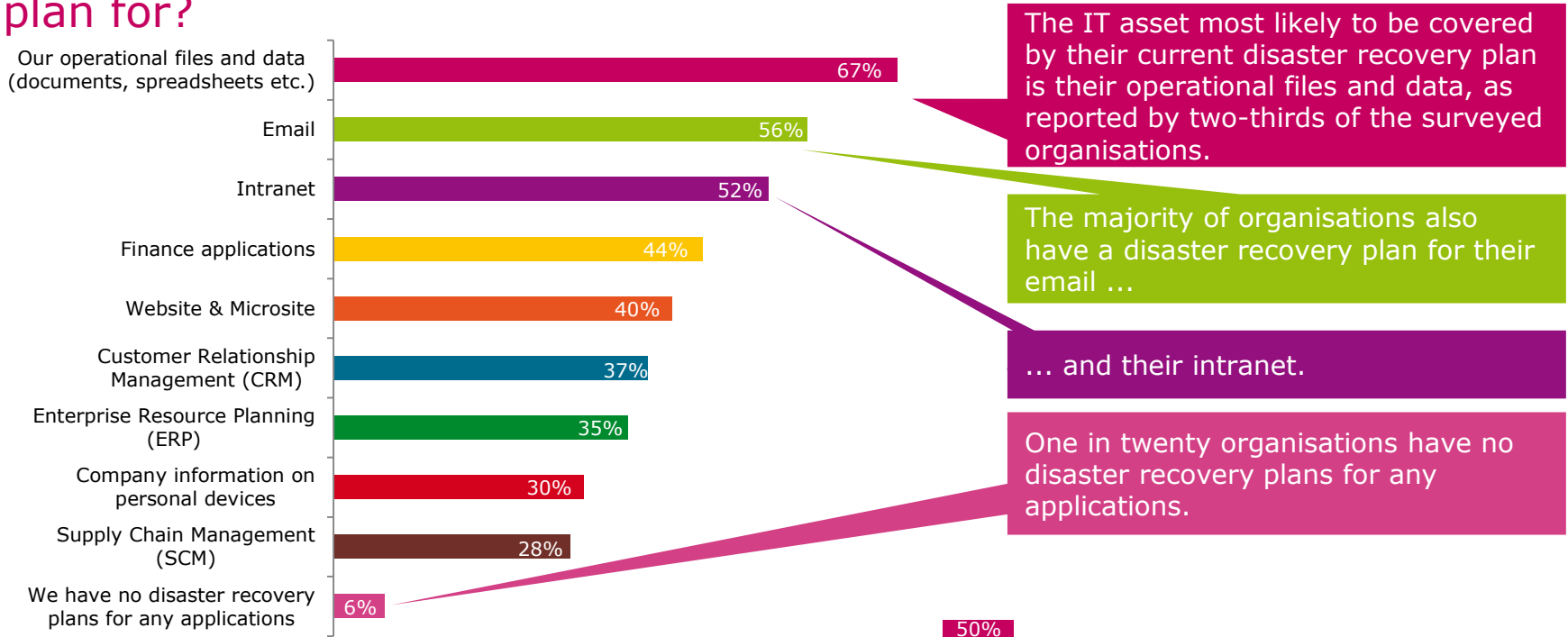
**Figure 14:** Does your insurance provider offer you reduced premiums depending on your IT systems backup/disaster recovery strategy?

**Figure 14c:** Does your insurance provider offer you reduced premiums depending on your IT systems backup/disaster recovery strategy?

*NB: Only showing "Yes" responses*

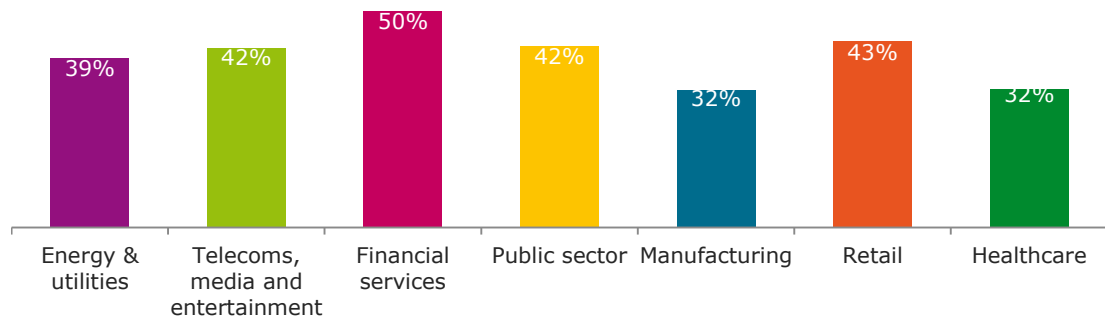
## 4: Current disaster recovery plans

# What do organisations currently have a disaster recovery plan for?



**Figure 15:** For which of the following key IT assets, do you have a current disaster recovery plan?

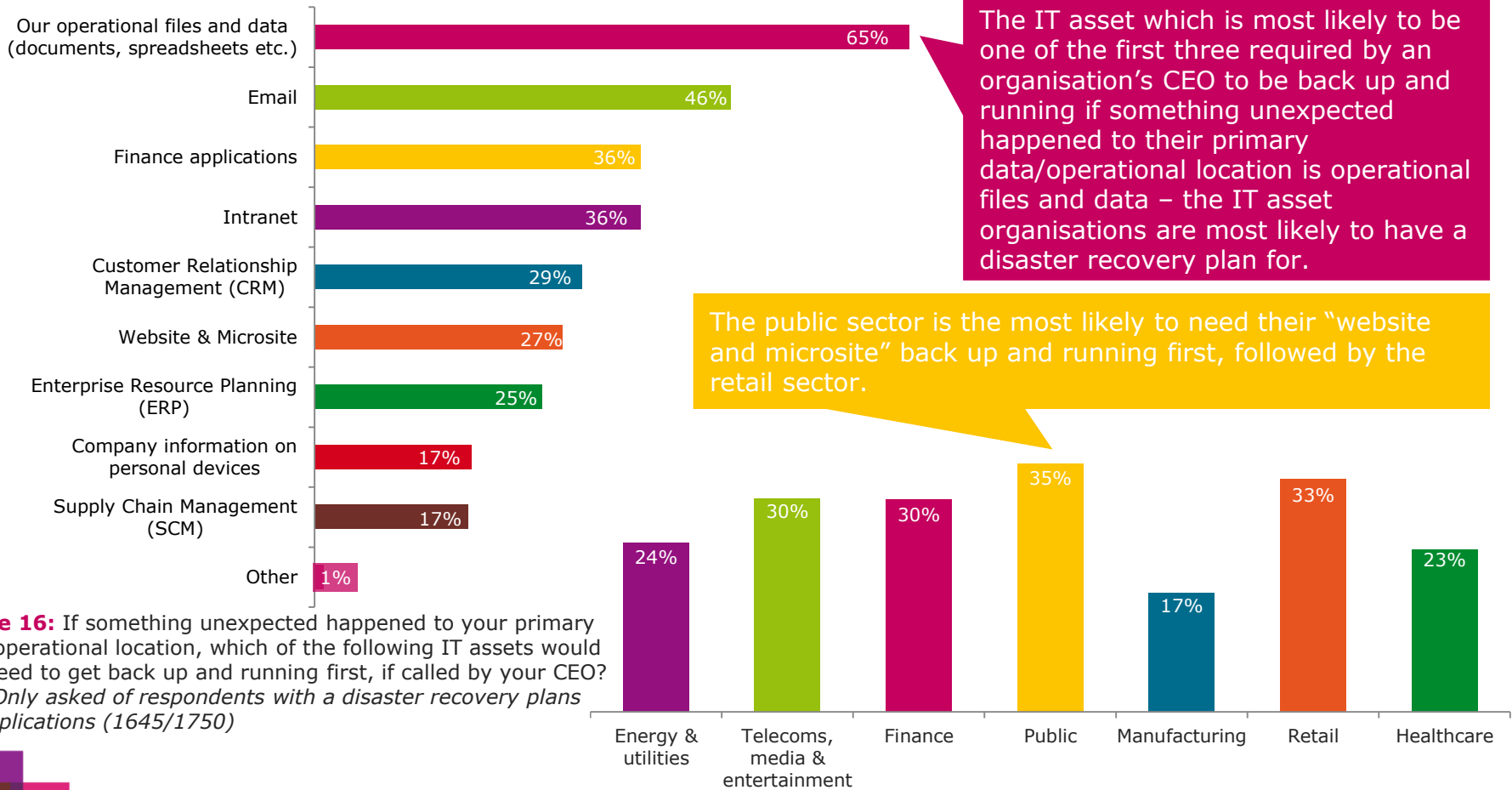
The financial services sector is the most likely to have a plan for their website and microsite, followed by the retail sector.



**Figure 15a:** For which of the following key IT assets, do you have a current disaster recovery plan?

*NB: Only showing "Website & Microsite" only*

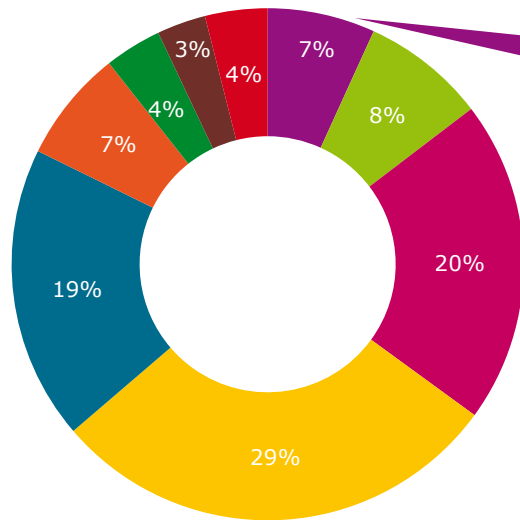
## Do current disaster recovery plans meet organisational needs?



**Figure 16:** If something unexpected happened to your primary data/operational location, which of the following IT assets would you need to get back up and running first, if called by your CEO?  
*N.B: Only asked of respondents with a disaster recovery plans for applications (1645/1750)*

**Figure 16a:** If something unexpected happened to your primary data/operational location, which of the following IT assets would you need to get back up and running first, if called by your CEO?  
*N.B: Only asked of respondents with a disaster recovery plans for applications (1645/1750) – only showing "Website & Microsite" responses*

## Do current disaster recovery plans meet organisational needs?



More than one in twenty organisations could continue to operate as normal if something unexpected happened to their primary data/operational location – just from other locations.

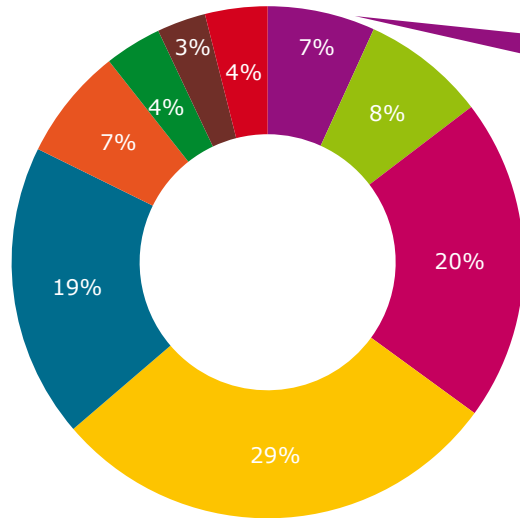
Around one in ten organisations are confident they can return to full operational status within an hour ...

... and one in five believe it would take them between 1 and 3 hours.

- We can operate as normal – just from other locations
- Less than an hour
- 1 – 3 hours
- Less than a day
- 1 – 3 days
- Less than a week
- It would take around a week
- Longer than a week
- Don't know

**Figure 17:** If something unexpected happened to your primary data/operational location today, how long would it take for your organisation to return to full operational status?  
*N.B: Only asked of respondents with a disaster recovery plans for applications (1645/1750)*

## Do current disaster recovery plans meet organisational needs?



- We can operate as normal – just from other locations
- Less than an hour
- 1 – 3 hours
- Less than a day
- 1 – 3 days
- Less than a week
- It would take around a week
- Longer than a week
- Don't know

**Figure 17:** If something unexpected happened to your primary data/operational location today, how long would it take for your organisation to return to full operational status?  
*N.B: Only asked of respondents with a disaster recovery plans for applications (1645/1750)*

More than one in twenty organisations could continue to operate as normal if something unexpected happened to their primary data/operational location – just from other locations.

Around one in ten organisations are confident they can return to full operational status within an hour ...

... and one in five believe it would take them between 1 and 3 hours.

The time most likely to be needed by organisations is more than 3 hours but less than a day (mode response).

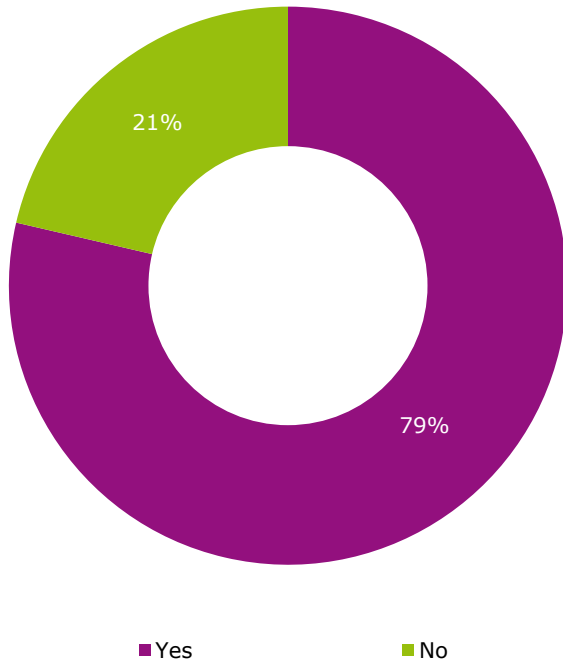
Around a third (32%) report needing a day or more, and the organisations most likely to are:

- in the UK (41%)
- in the energy and utilities sector (38%)
- with 250 – 500 employees (36%)

Around one in twenty organisations do not seem at all prepared for such an occasion, not knowing how long they would need to return to full operational status.

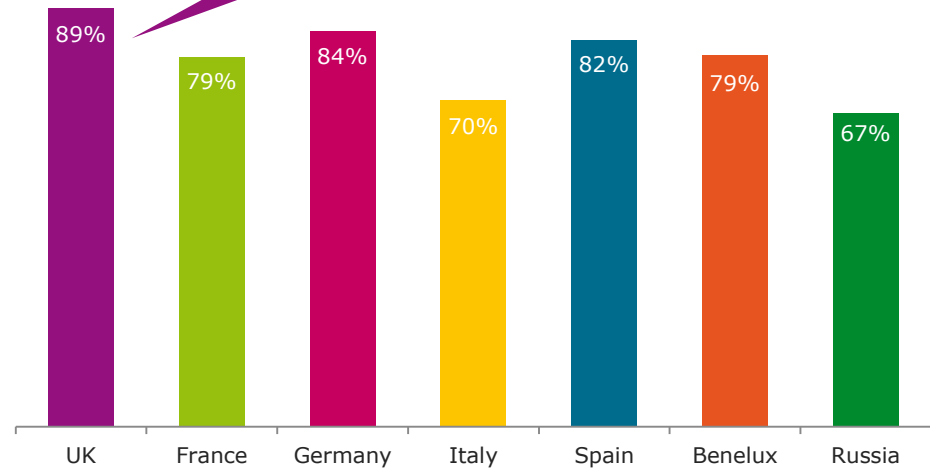
## 5: Backup and recovery - media and methods

## Do organisations store a copy of a backup offsite for disaster recovery?



Eight in ten organisations store a copy of a backup offsite for the purposes of disaster recovery.

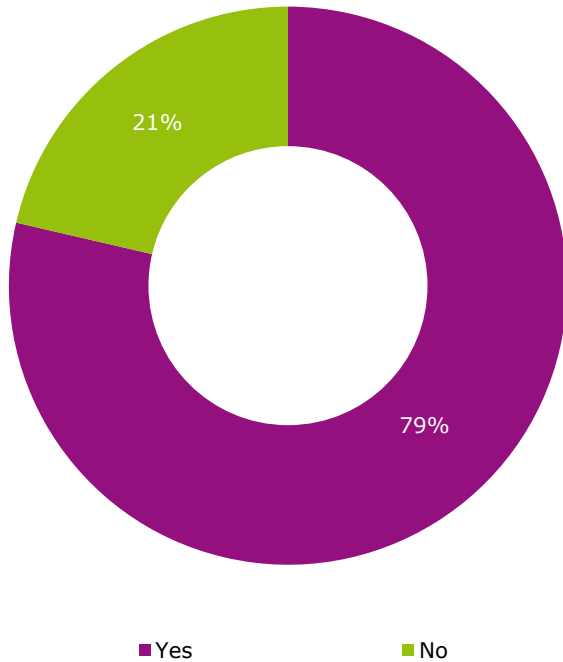
Organisations in the UK are the most likely to.



**Figure 18:** Do you currently store a copy of a backup offsite for the purposes of disaster recovery?

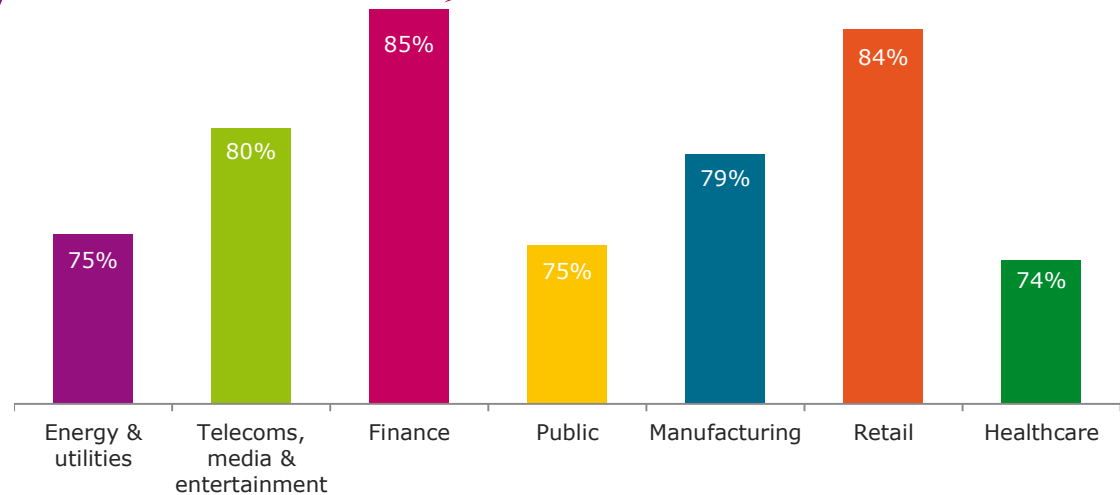
**Figure 18a:** Do you currently store a copy of a backup offsite for the purposes of disaster recovery?  
*NB: Only showing "Yes" responses*

## Do organisations store a copy of a backup offsite for disaster recovery?



Eight in ten organisations store a copy of a backup offsite for the purposes of disaster recovery.

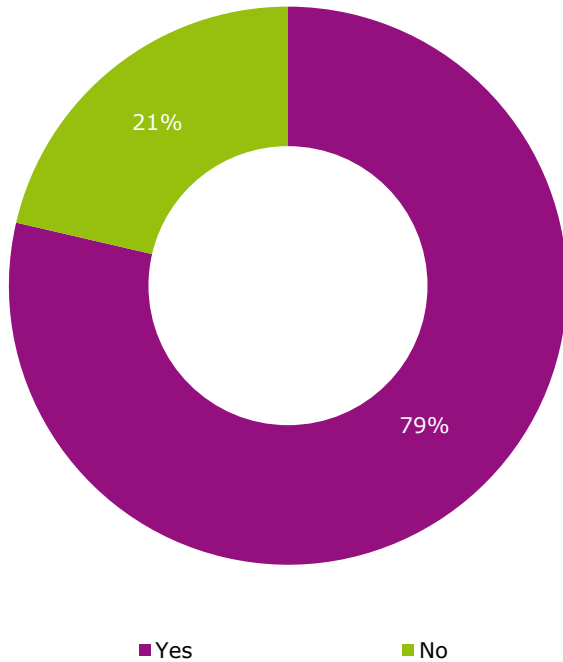
The finance sector is the most likely to.



**Figure 18:** Do you currently store a copy of a backup offsite for the purposes of disaster recovery?

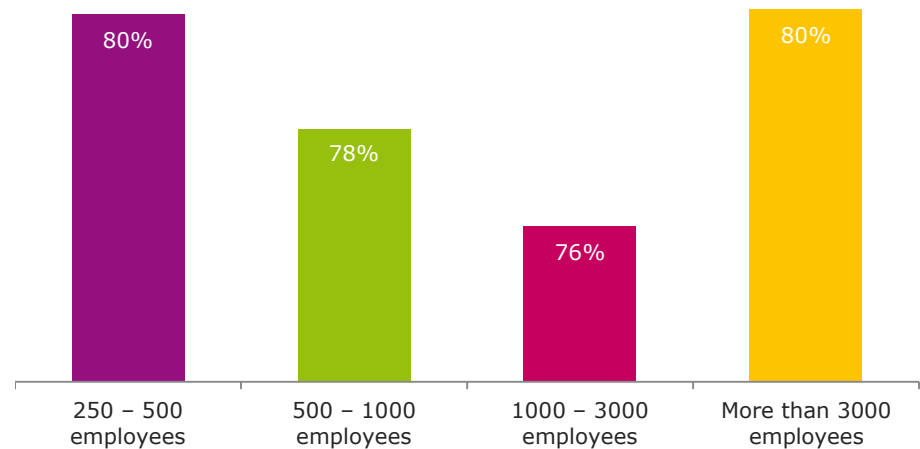
**Figure 18b:** Do you currently store a copy of a backup offsite for the purposes of disaster recovery?  
*NB: Only showing "Yes" responses*

## Do organisations store a copy of a backup offsite for disaster recovery?



Eight in ten organisations store a copy of a backup offsite for the purposes of disaster recovery.

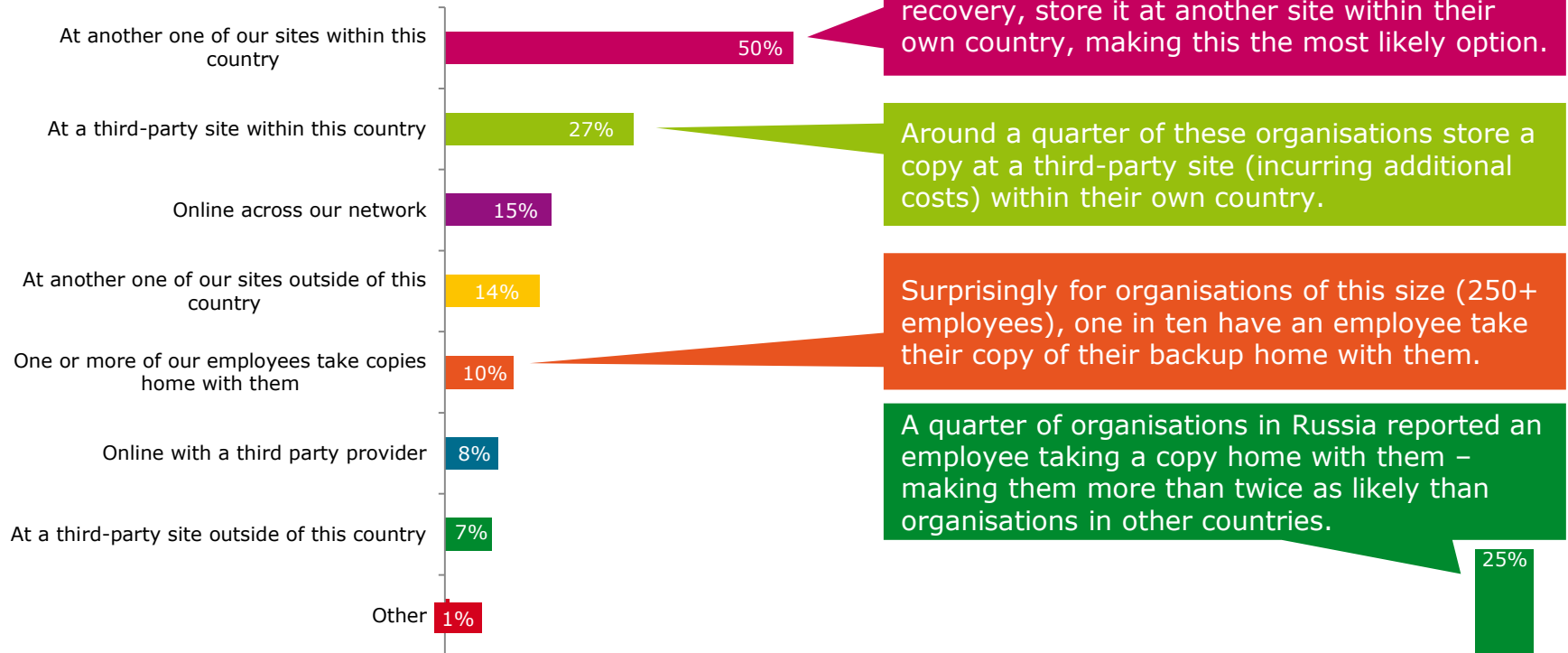
The smallest and largest of the organisations surveyed are the most likely to do so.



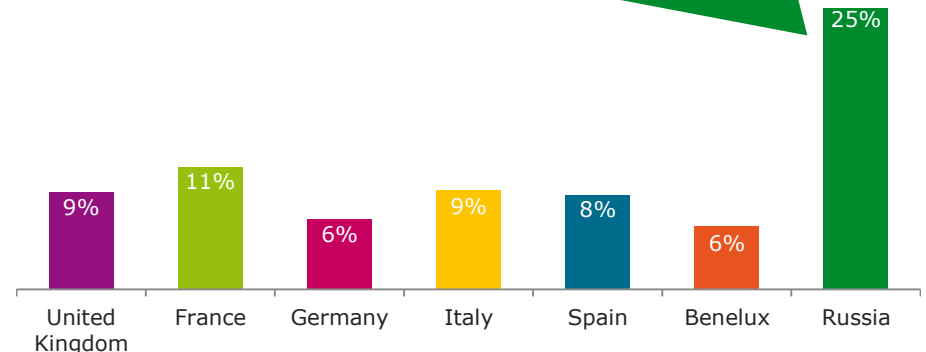
**Figure 18:** Do you currently store a copy of a backup offsite for the purposes of disaster recovery?

**Figure 18c:** Do you currently store a copy of a backup offsite for the purposes of disaster recovery?  
 NB: Only showing "Yes" responses

## Where is this copy stored?

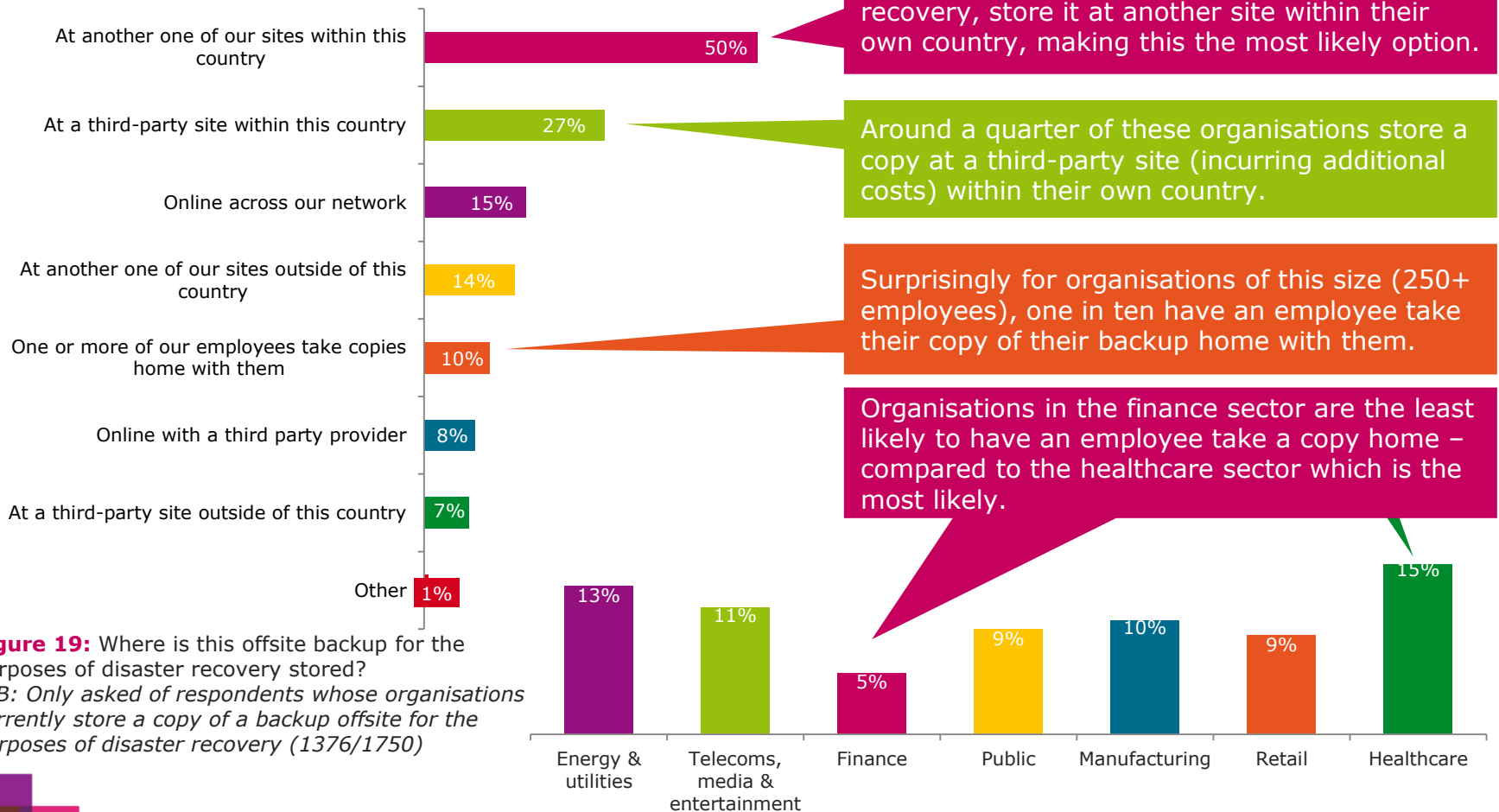


**Figure 19:** Where is this offsite backup for the purposes of disaster recovery stored?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*



**Figure 19a:** Where is this offsite backup for the purposes of disaster recovery stored?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750) - only showing "One or more of our employees take copies home with them"*

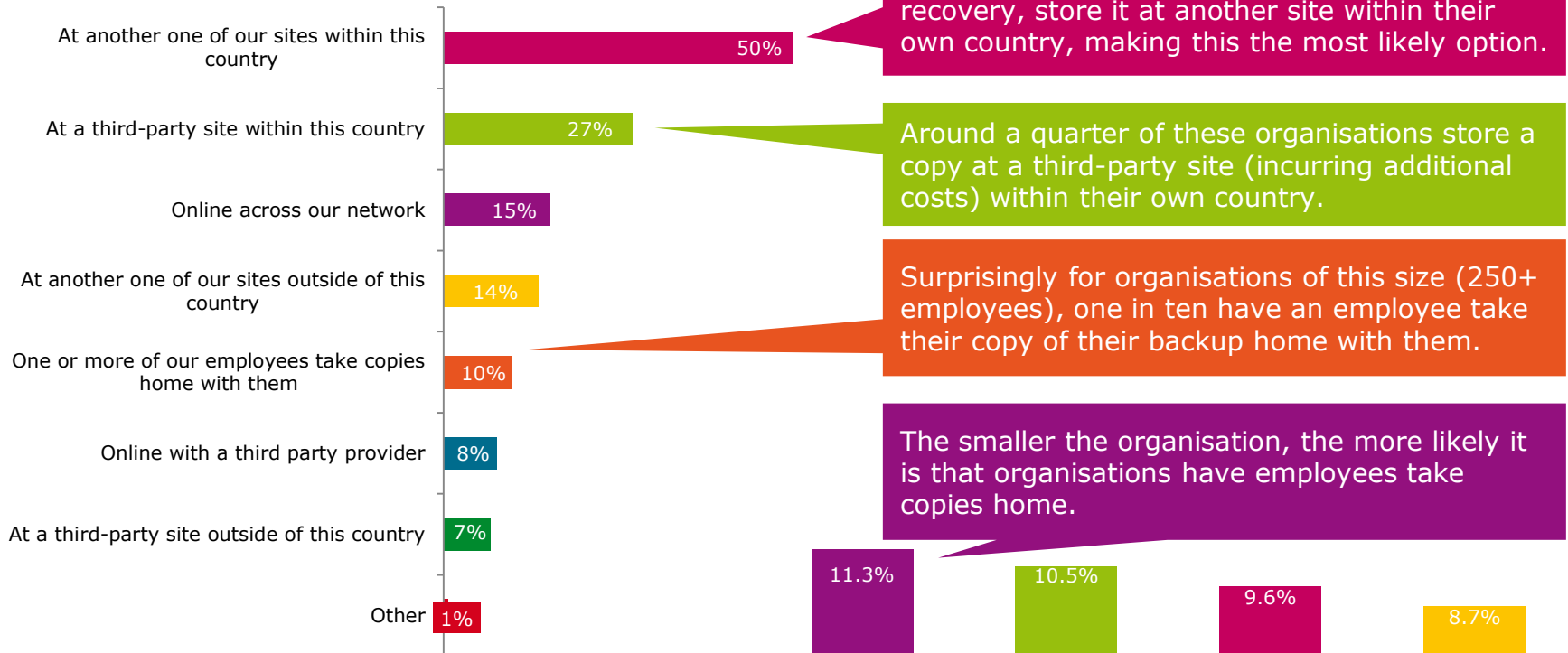
## Where is this copy stored?



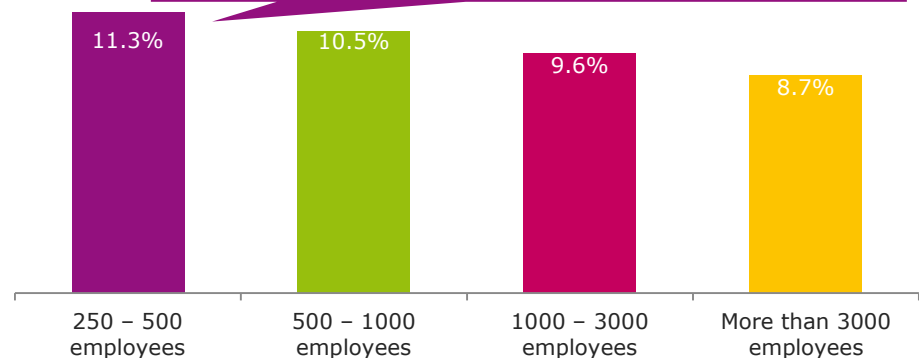
**Figure 19:** Where is this offsite backup for the purposes of disaster recovery stored?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*

**Figure 19b:** Where is this offsite backup for the purposes of disaster recovery stored?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750) - only showing "One or more of our employees take copies home with them"*

## Where is this copy stored?

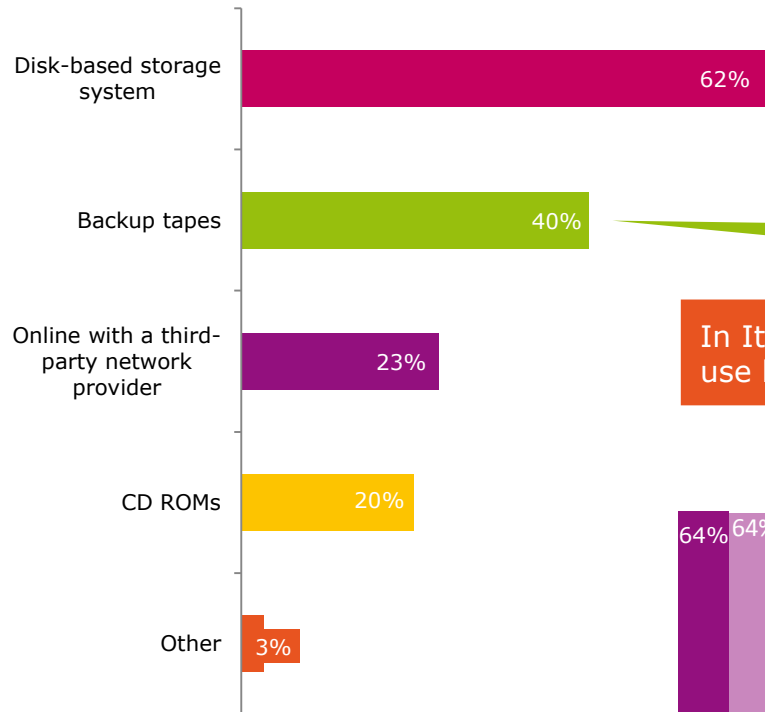


**Figure 19:** Where is this offsite backup for the purposes of disaster recovery stored?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*



**Figure 19c:** Where is this offsite backup for the purposes of disaster recovery stored?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750) - only showing "One or more of our employees take copies home with them"*

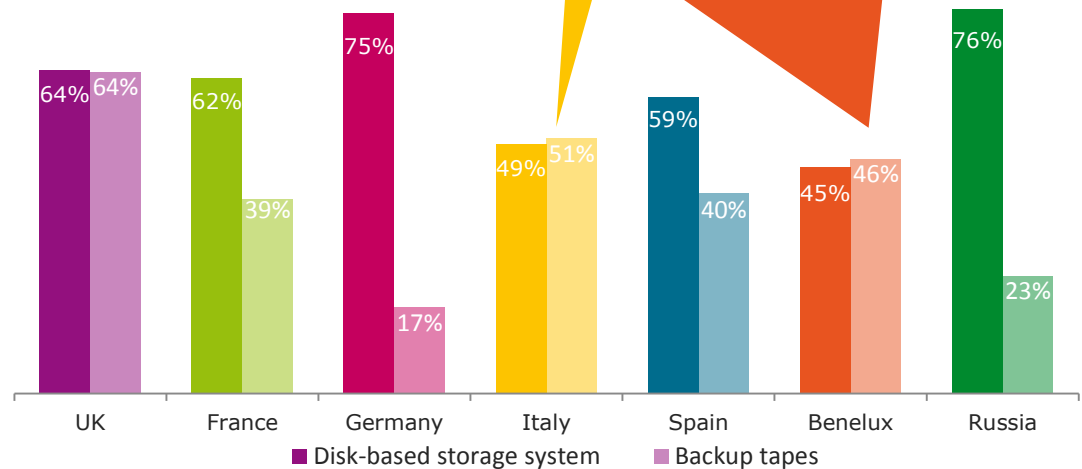
## What media is it stored on?



When storing a copy of a backup offsite for the purposes of disaster recovery, they are most likely to use a disk-based storage system, as reported by more than six in ten respondents.

In contrast, only four in ten organisations use backup tapes.

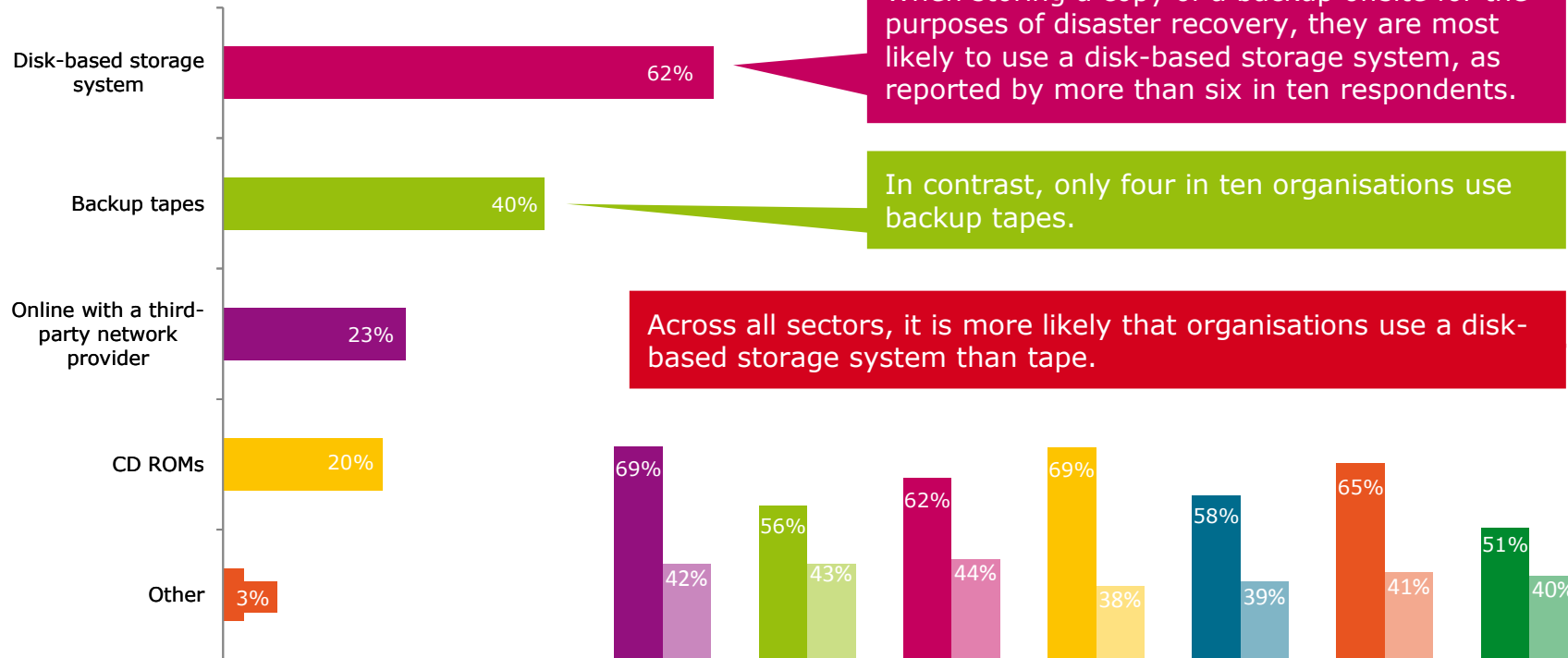
In Italy and Benelux, organisations are marginally more likely to use backup tapes than they are a disk-based storage system.



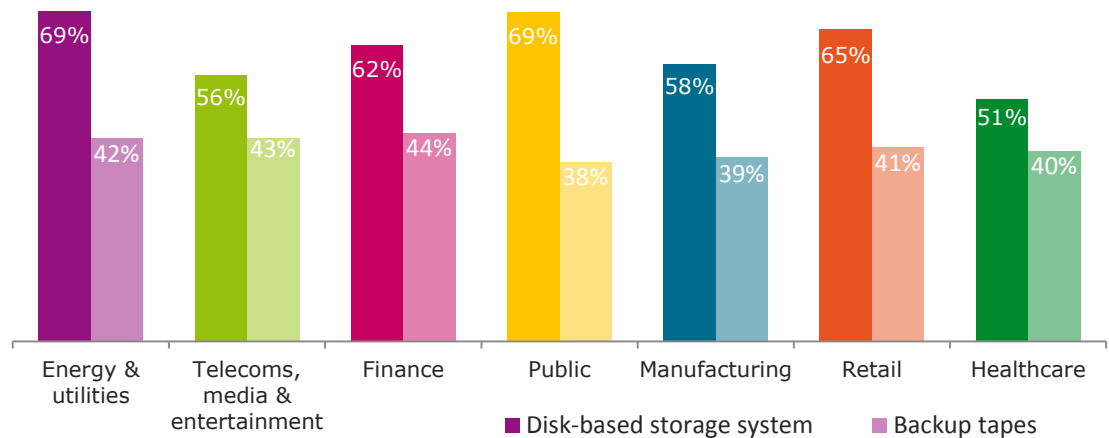
**Figure 20:** What kind of media is your offsite backup for disaster recovery stored on?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*

**Figure 20a:** What kind of media is your offsite backup for disaster recovery stored on?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*

## What media is it stored on?

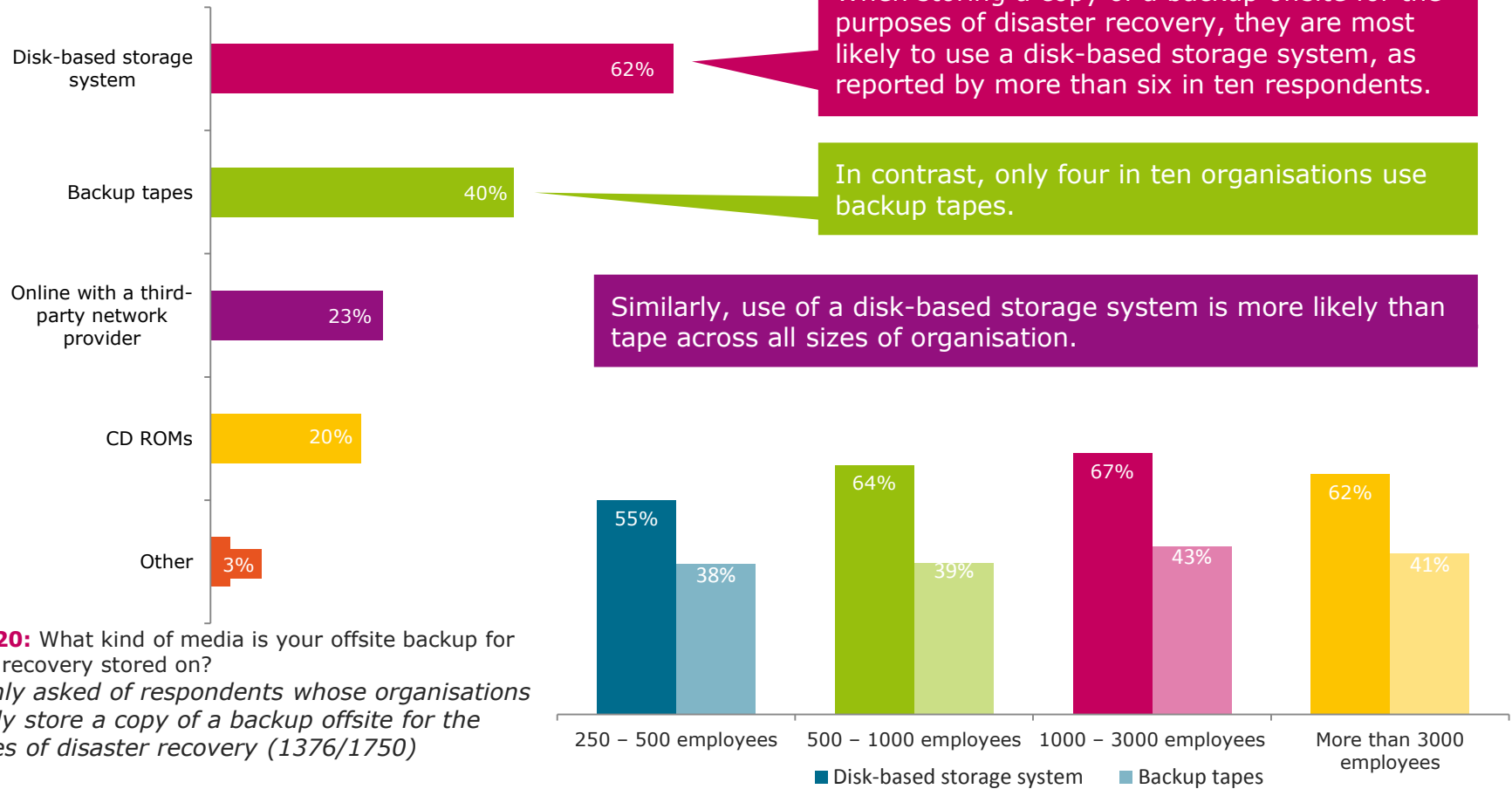


**Figure 20:** What kind of media is your offsite backup for disaster recovery stored on?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*



**Figure 20b:** What kind of media is your offsite backup for disaster recovery stored on?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*

## What media is it stored on?



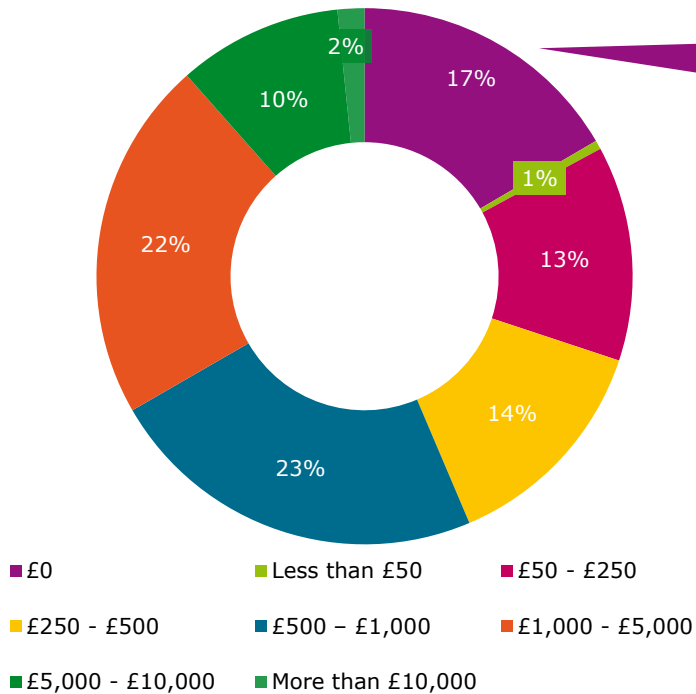
When storing a copy of a backup offsite for the purposes of disaster recovery, they are most likely to use a disk-based storage system, as reported by more than six in ten respondents.

In contrast, only four in ten organisations use backup tapes.

Similarly, use of a disk-based storage system is more likely than tape across all sizes of organisation.

**Figure 20c:** What kind of media is your offsite backup for disaster recovery stored on?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery (1376/1750)*

## What is the cost of storing and transporting backup tapes?



Fewer than one in five organisations do not spend any money on the storage and transportation of the backup tapes on which they keep an offsite copy for disaster recovery.

Organisations are most likely to be spending between £500 and £1,000 a month ...

... with a similar proportion spending between £1,000 and £5,000 a month.

More than one in ten organisations spend at least £5,000 a month.

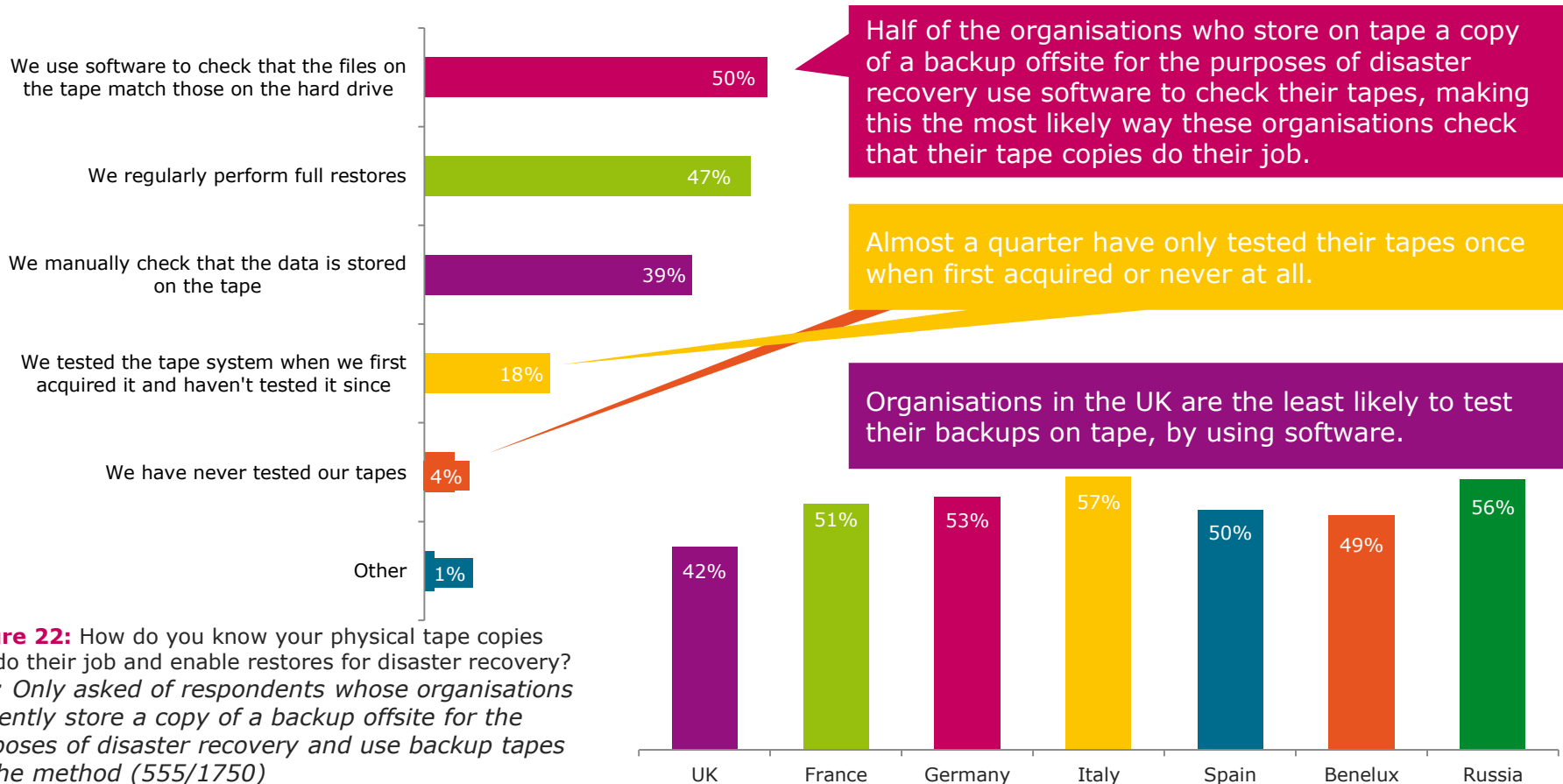
On average (the mean response), organisations report more than £2,200 is spent a month storing and transporting backup tapes.

Using the mean responses, the organisations spending the most on the storage and transportation of backup tapes are:

- in the UK (£2,694)
- in telecommunications, media and entertainment (£2,997)
- with more than 3000 employees (£3,149)

**Figure 21:** What is the estimated monthly cost of storing and transporting your backup tapes on which you keep an offsite copy for disaster recovery?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*

## How do organisations know backups on tape will work?



Half of the organisations who store on tape a copy of a backup offsite for the purposes of disaster recovery use software to check their tapes, making this the most likely way these organisations check that their tape copies do their job.

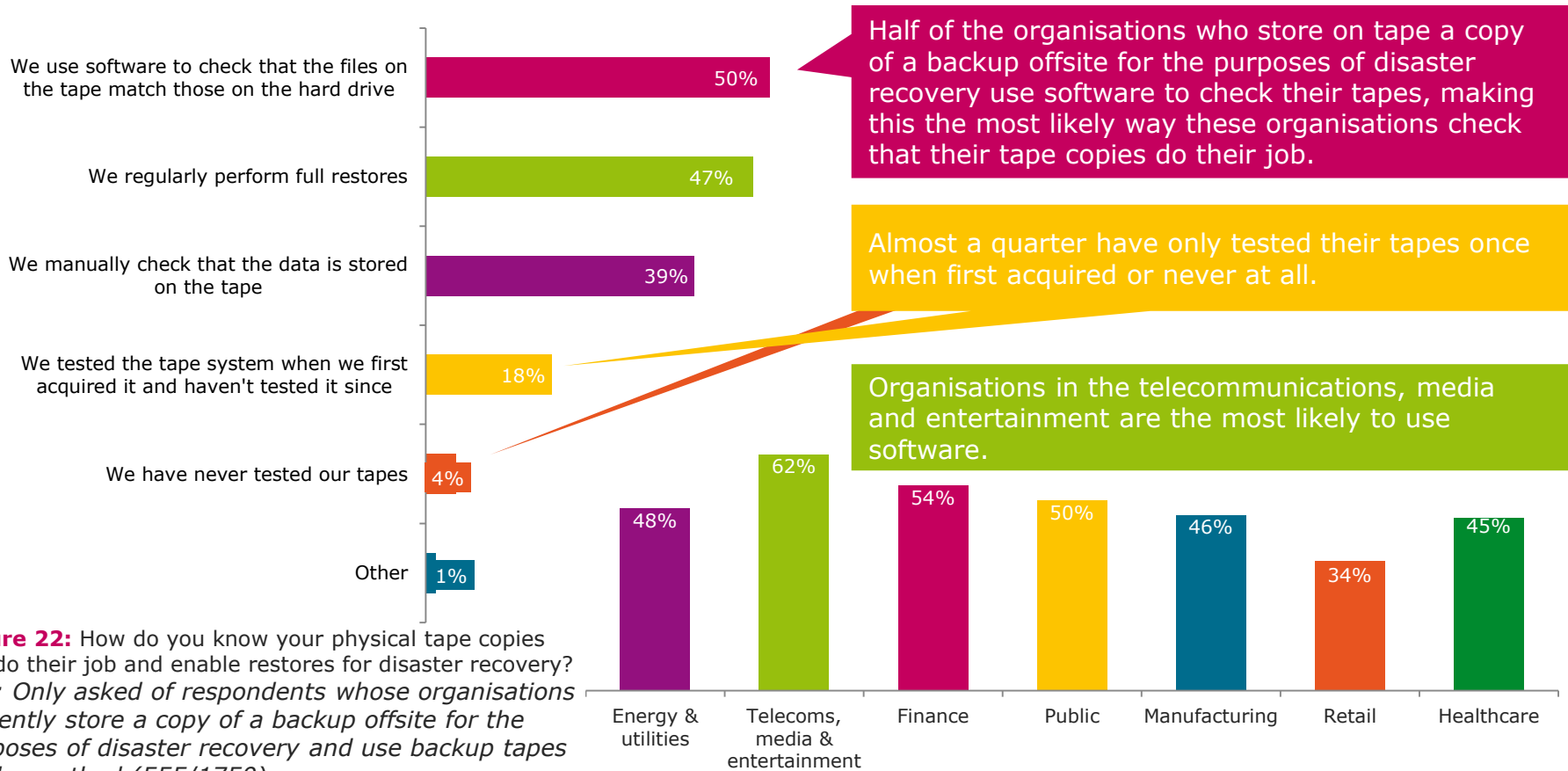
Almost a quarter have only tested their tapes once when first acquired or never at all.

Organisations in the UK are the least likely to test their backups on tape, by using software.

**Figure 22:** How do you know your physical tape copies will do their job and enable restores for disaster recovery?  
*N.B.: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*

**Figure 22a:** How do you know your physical tape copies will do their job and enable restores for disaster recovery?  
*N.B.: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750) – only showing "We use software to check that the files on the tape match those on the hard drive."*

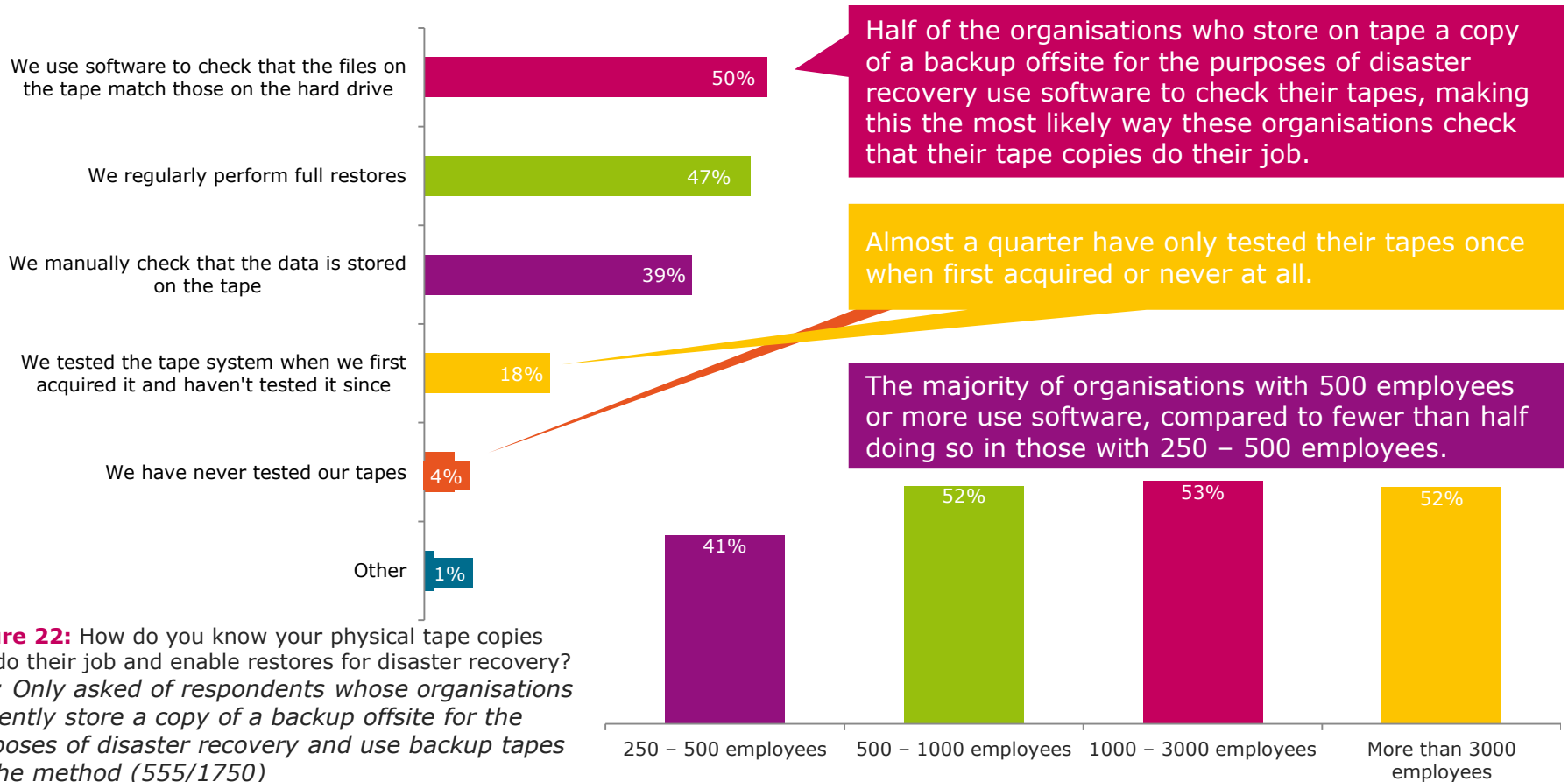
## How do organisations know backups on tape will work?



**Figure 22:** How do you know your physical tape copies will do their job and enable restores for disaster recovery?  
*N.B.: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*

**Figure 22b:** How do you know your physical tape copies will do their job and enable restores for disaster recovery?  
*N.B.: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750) – only showing "We use software to check that the files on the tape match those on the hard drive."*

## How do organisations know backups on tape will work?

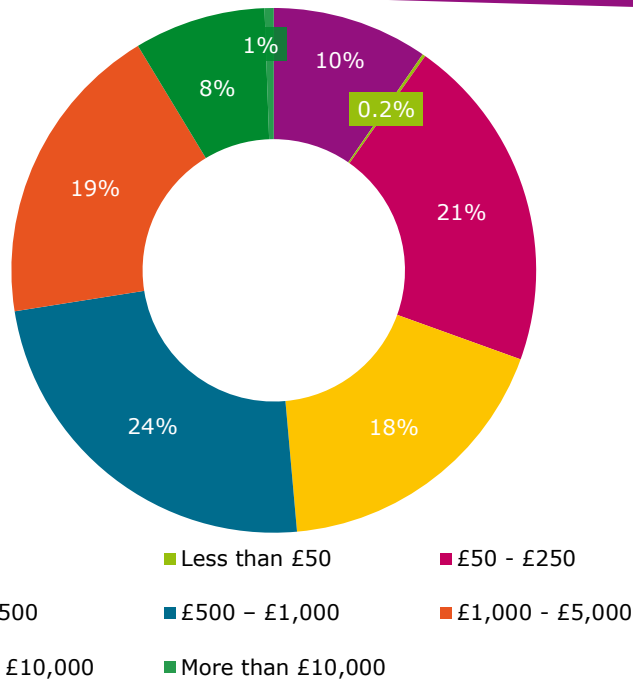


**Figure 22:** How do you know your physical tape copies will do their job and enable restores for disaster recovery?  
*N.B.: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*

**Figure 22c:** How do you know your physical tape copies will do their job and enable restores for disaster recovery?  
*N.B.: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750) – only showing "We use software to check that the files on the tape match those on the hard drive."*

## What is the cost of testing backup tapes?

Only one in ten organisations who test tapes which they use for backup copies offsite, report that it does not cost them to test these tapes.



Around a quarter of these organisations spend between £500 and £1,000 a month testing their tapes, making this the most likely cost.

Almost one in ten organisations spend at least £5,000 a month testing their backup tapes.

On average (the mean response), more than £1,500 is spent a month testing backup tapes

Using the mean responses, the organisations spending the most on the testing of backup tapes are:

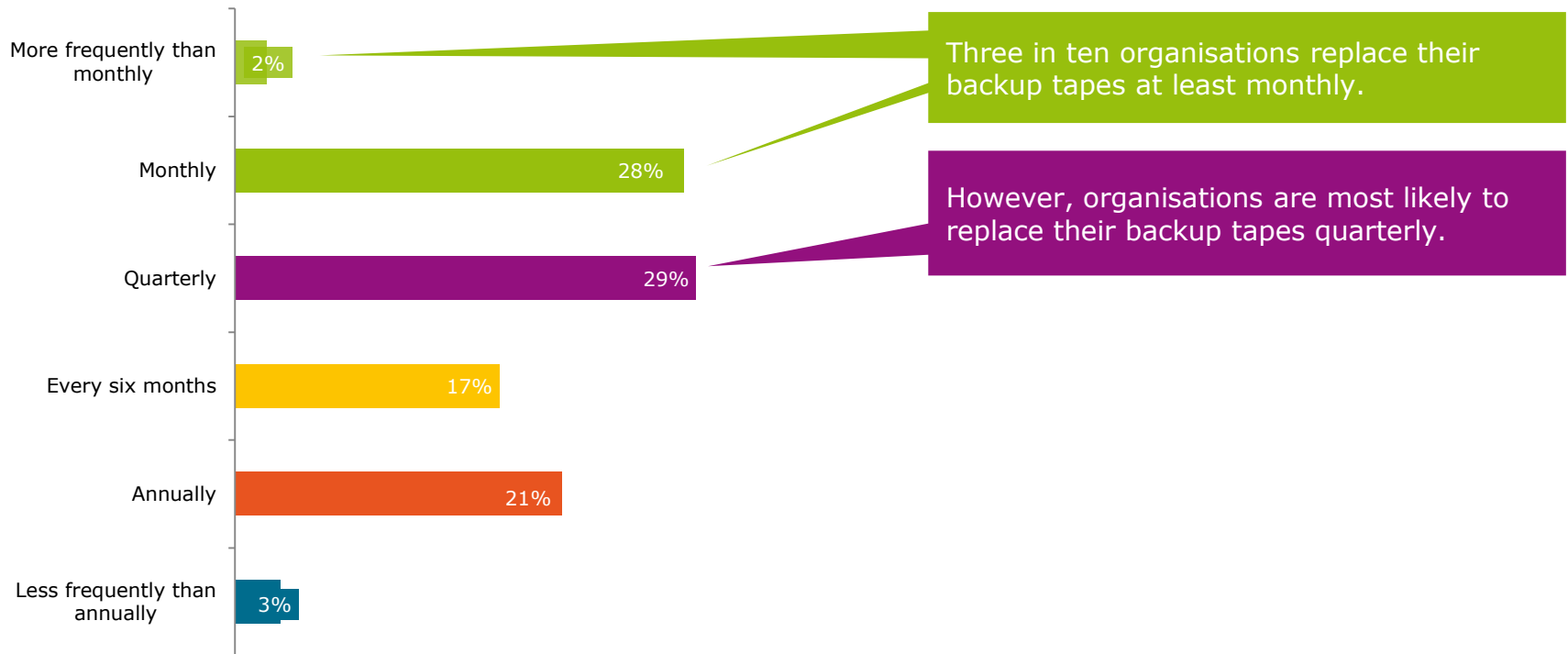
- in the UK (£1,800)
- in telecommunications, media and entertainment (£2,227)
- with more than 3000 employees (£2,251)

**Figure 23:** What do you estimate is the monthly cost of testing your tape backups which you store offsite for disaster recovery (including the time spent doing so and the cost of software/hardware used)?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery, use backup tapes as the method and who test their tapes (531/1750)*

This means that on average, more than £3,700 a month is being spent on the transportation, storage and testing of backup tapes, and those spending the most are:

- in the UK (£4,494)
- in telecommunications, media and entertainment (£5,224)
- with more than 3000 employees (£5,400)

## How often are backup tapes replaced?

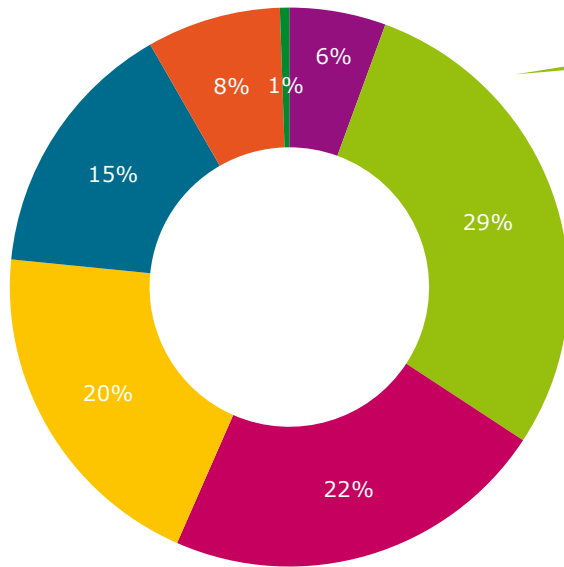


**Figure 24:** How often do you replace your tapes which you use to store off-site copies of your backups for disaster recovery?

*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*

## What is the cost of replacing backup tapes?

Organisations are most likely to spend between £1,000 and £5,000 annually to replace the backup tapes they use for disaster recovery.



- Less than £1,000
- £1,000 - £5,000
- £5,000 - £10,000
- £10,000 - £25,000
- £25,000 - £50,000
- £50,000 - £100,000
- More than £100,000

**Figure 25:** What do you estimate is the annual cost of replacing your backup tapes which you use for disaster recovery?

*N.B.: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*

However on average, organisations spend more than £18,200 a year replacing backup tapes.

Using the mean responses, the organisations spending the most on replacing backup tapes are:

- in Italy (£22,102)
- in telecommunications, media and entertainment (£30,218)
- with more than 3000 employees (£21,656)

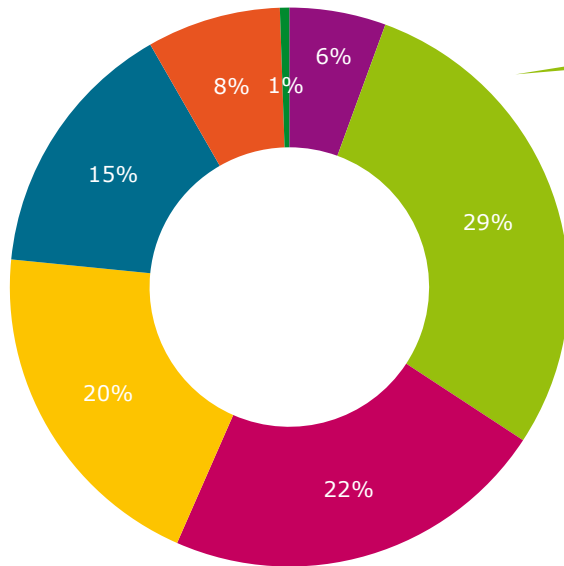
When combined with the average monthly costs for the transportation and storage of tape (£2,200) and the testing of tape (£1,500), **the average annual cost of transporting, storing, testing and replacing tape for backups offsite for the purposes of disaster recovery is almost £63,000.**

**However, this is only around 1% of the mean amount (£6.7m) spent by IT on their IT systems backup and recovery, suggesting IT budget is also being spent on:**

- Hardware and software used for backup and recovery
- Wages of employees engaged in the process
- Testing and replacing tapes kept onsite
- The cost of all other media (including online storage)

## What is the cost of replacing backup tapes?

Organisations are most likely to spend between £1,000 and £5,000 annually to replace the backup tapes they use for disaster recovery.



- Less than £1,000
- £1,000 - £5,000
- £5,000 - £10,000
- £10,000 - £25,000
- £25,000 - £50,000
- £50,000 - £100,000
- More than £100,000

However on average, organisations spend more than £18,200 a year replacing backup tapes.

Using the mean responses, the organisations spending the most on replacing backup tapes are:

- in Italy (£22,102)
- in telecommunications, media and entertainment (£30,218)
- with more than 3000 employees (£21,656)

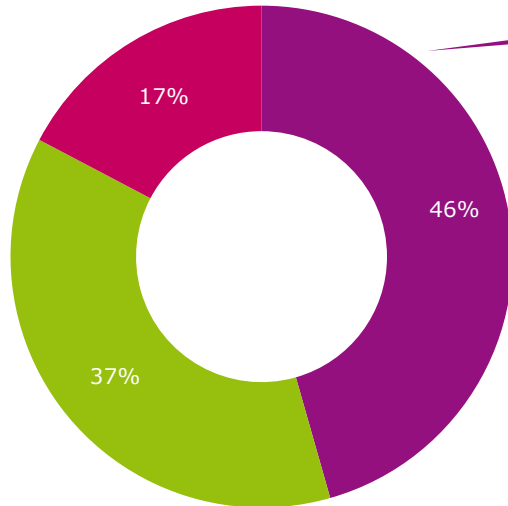
When combined with the average monthly costs for the transportation and storage of tape and the testing of tape, on average the organisations spending the most annually on transporting, storing, testing and replacing tape for backups offsite for the purposes of disaster recovery are:

- in the UK (£73,527)
- in telecommunications, media and entertainment (£92,911)
- with more than 3000 employees (£86,453)

**Figure 25:** What do you estimate is the annual cost of replacing your backup tapes which you use for disaster recovery?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*

## Do organisations want to stop using tape?

Almost half of the organisations that use tapes for backups for disaster recovery have plans to stop doing so.



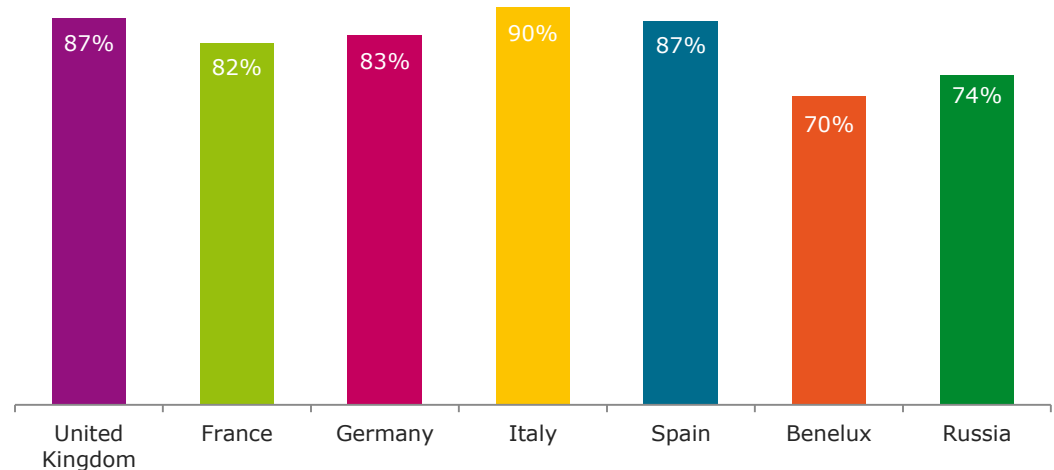
Additionally, more than a third of these organisations would like to move away from using tape, even though they do not currently have plans to.

This means that more than four in five organisations who use tape, would like to stop.

Organisations in Italy are the most likely to want to stop using tape.

- Yes, we have plans to
- Yes, we would like to, but do not currently have any plans to do so
- No

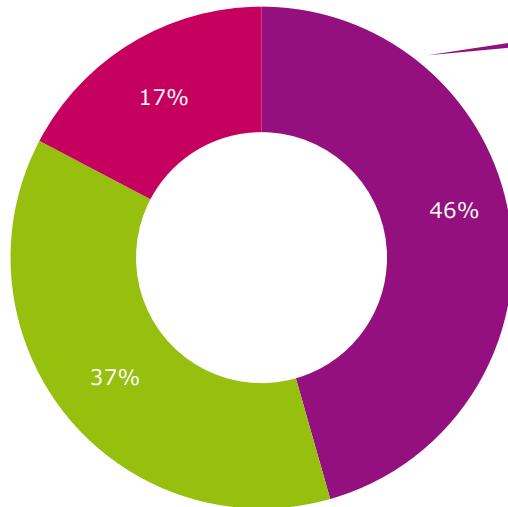
**Figure 26:** Would you prefer your organisation to move away from using tapes for your backups for disaster recovery?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*



**Figure 26a:** Would you prefer your organisation to move away from using tapes for your backups for disaster recovery?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750) – only showing "Yes, we have plans to" and "Yes, we would like to, but do not currently have any plans to do so" responses*

## Do organisations want to stop using tape?

Almost half of the organisations that use tapes for backups for disaster recovery have plans to stop doing so.



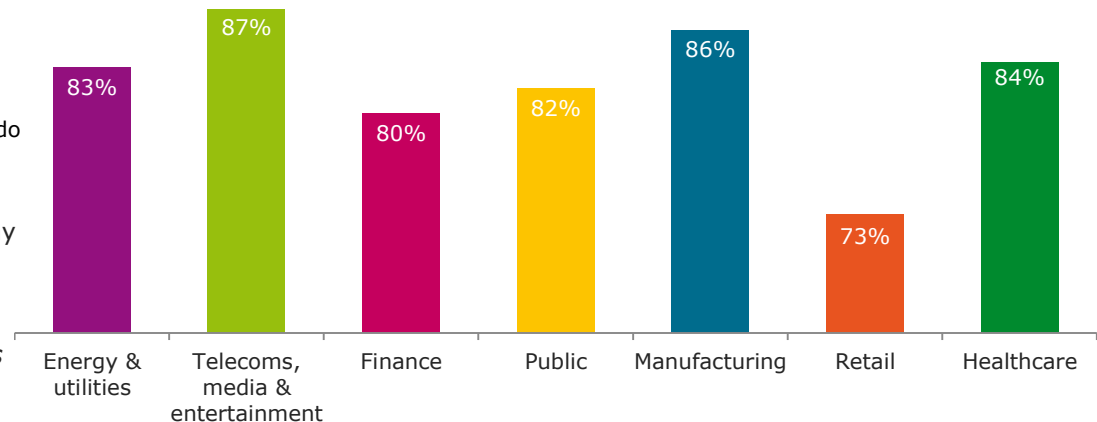
Additionally, more than a third of these organisations would like to move away from using tape, even though they do not currently have plans to.

This means that more than four in five organisations who use tape, would like to stop.

Organisations in the telecoms, media and entertainment sector (who spend the most on their use of tape) are the most likely to want to stop using tape.

- Yes, we have plans to
- Yes, we would like to, but do not currently have any plans to do so
- No

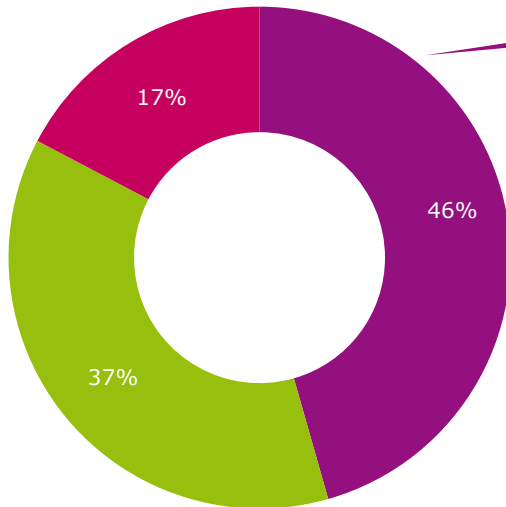
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*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*



**Figure 26b:** Would you prefer your organisation to move away from using tapes for your backups for disaster recovery?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750) – only showing "Yes, we have plans to" and "Yes, we would like to, but do not currently have any plans to do so" responses*

## Do organisations want to stop using tape?

Almost half of the organisations that use tapes for backups for disaster recovery have plans to stop doing so.



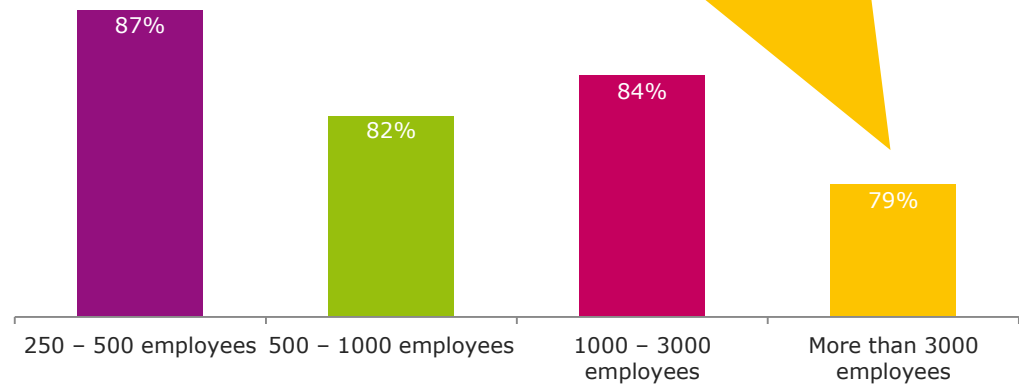
Additionally, more than a third of these organisations would like to move away from using tape, even though they do not currently have plans to.

This means that more than four in five organisations who use tape, would like to stop.

The largest organisations surveyed (with 3000+ employees) are the least likely to want to stop using tape.

- Yes, we have plans to
- Yes, we would like to, but do not currently have any plans to do so
- No

**Figure 26:** Would you prefer your organisation to move away from using tapes for your backups for disaster recovery?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750)*



**Figure 26c:** Would you prefer your organisation to move away from using tapes for your backups for disaster recovery?  
*N.B: Only asked of respondents whose organisations currently store a copy of a backup offsite for the purposes of disaster recovery and use backup tapes as the method (555/1750) – only showing "Yes, we have plans to" and "Yes, we would like to, but do not currently have any plans to do so" responses*

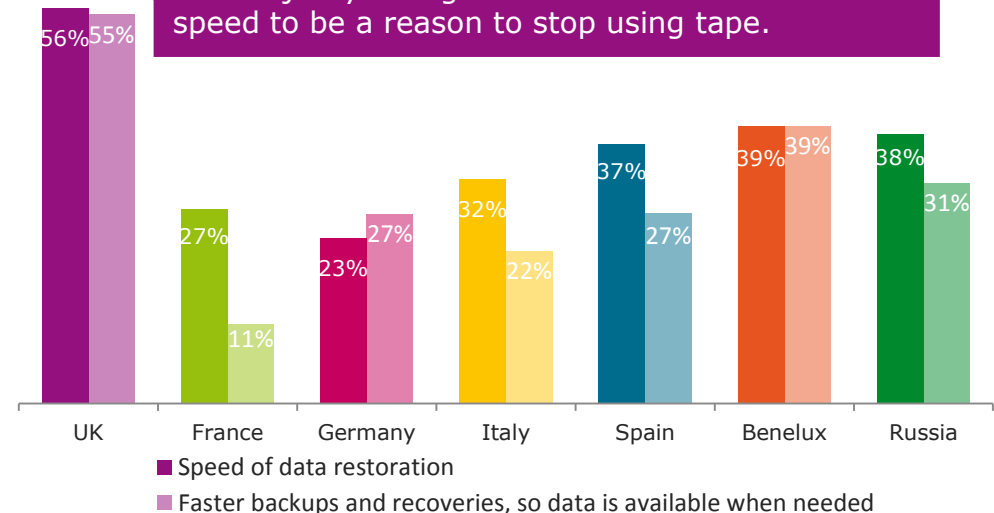
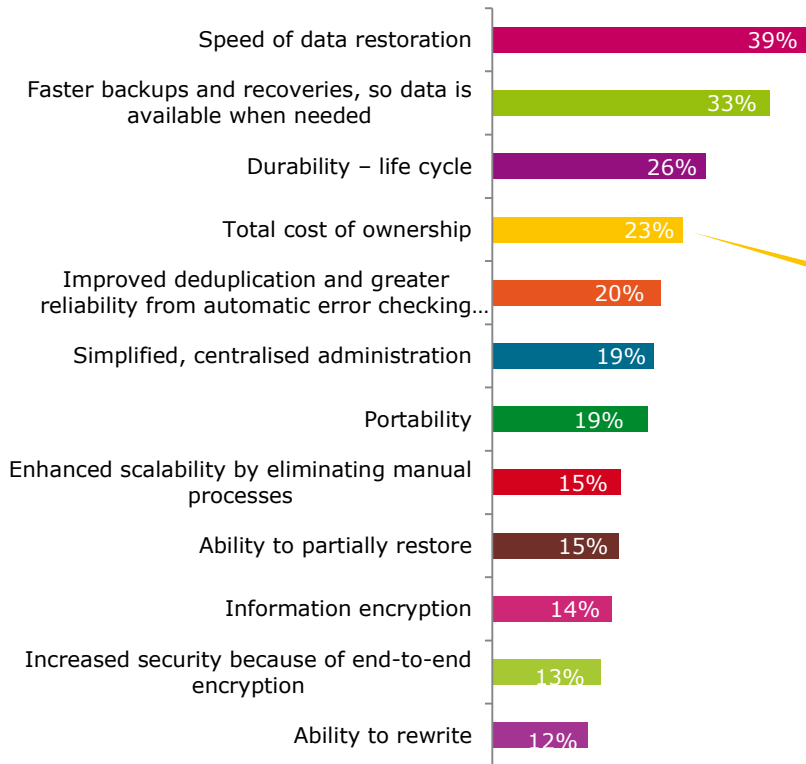
## Why do organisations want to stop using tape?

The most reported reason for organisations wanting to stop using tape, or not using tape, is the speed of data restoration.

Similarly, a third of organisations are also looking to move away from tape, or have already done so, because they want(ed) faster backups and recoveries.

Almost a quarter of these organisations also believe not using tape offers a reduced TCO.

The majority of organisations in the UK consider speed to be a reason to stop using tape.



**Figure 27:** What are/were your major reasons for wanting to move away from using tapes for your backups for disaster recovery?  
*N.B: Respondents who have plans to move away from using tapes for backups for disaster recovery or who would like to (459/1750)*

**Figure 27a:** What are/were your major reasons for wanting to move away from using tapes for your backups for disaster recovery?  
*N.B: Respondents who have plans to move away from using tapes for backups for disaster recovery or who would like to (459/1750)*

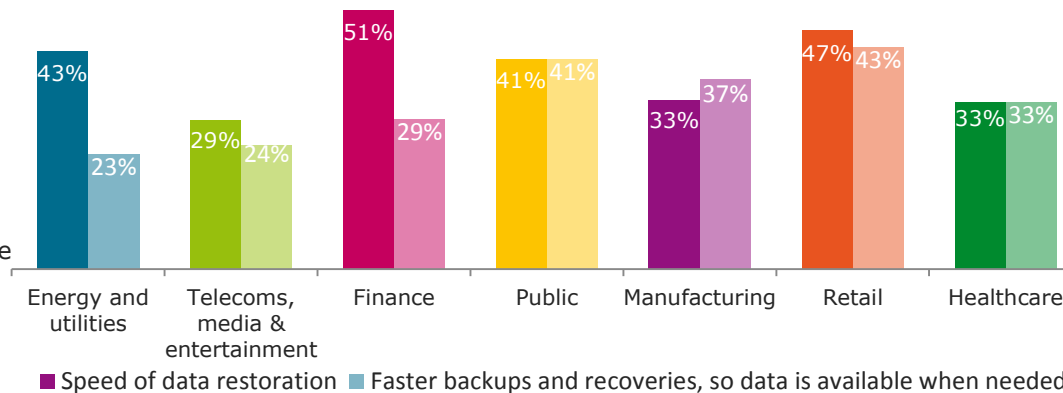
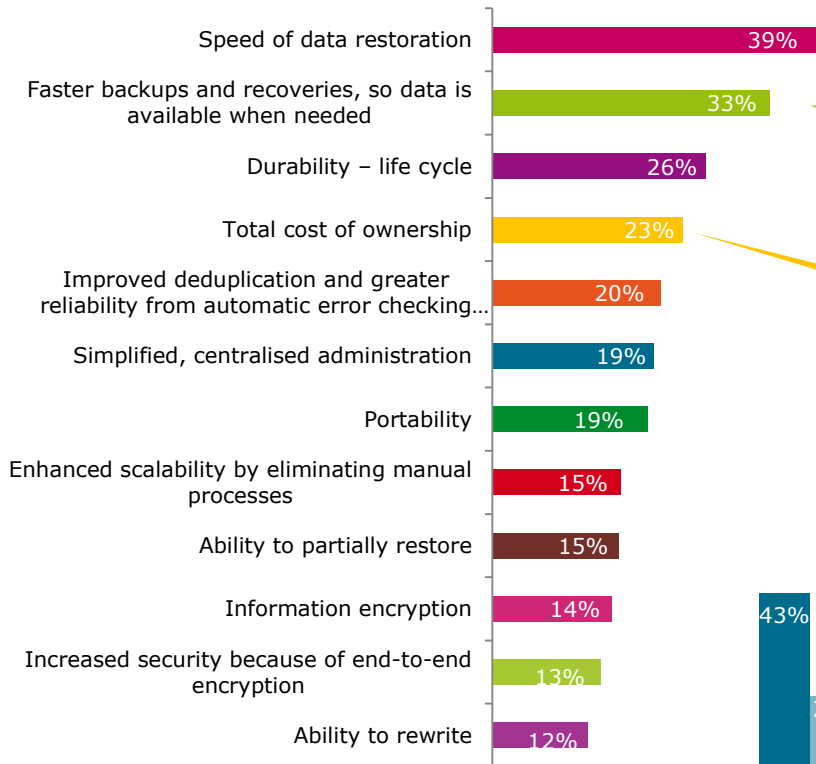
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Similarly, a third of organisations are also looking to move away from tape, or have already done so, because they want(ed) faster backups and recoveries.

Almost a quarter of these organisations also believe not using tape offers a reduced TCO.

Organisations in the finance sector are the most likely to report speed of data restoration to be a reason.



**Figure 27:** What are/were your major reasons for wanting to move away from using tapes for your backups for disaster recovery?  
*N.B: Respondents who have plans to move away from using tapes for backups for disaster recovery or who would like to (459/1750)*

**Figure 27b:** What are/were your major reasons for wanting to move away from using tapes for your backups for disaster recovery?  
*N.B: Respondents who have plans to move away from using tapes for backups for disaster recovery or who would like to (459/1750)*

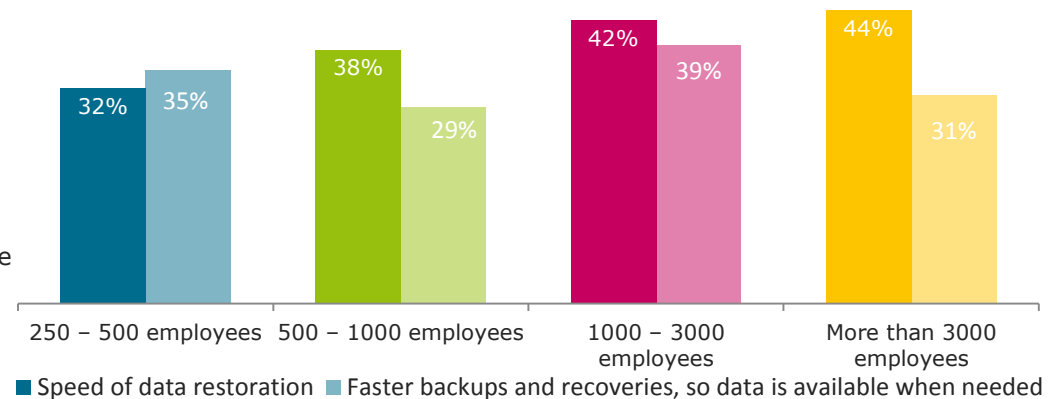
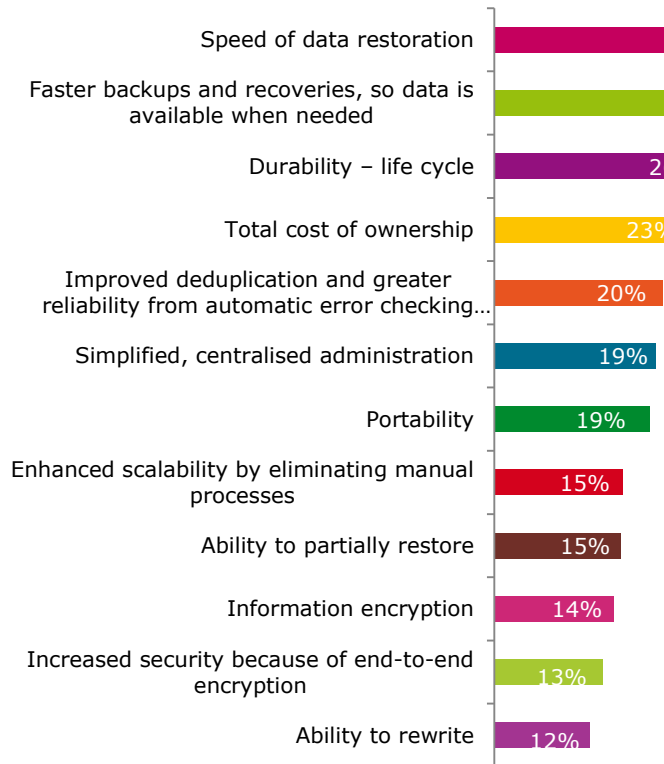
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Similarly, a third of organisations are also looking to move away from tape, or have already done so, because they want(ed) faster backups and recoveries.

Almost a quarter of these organisations also believe not using tape offers a reduced TCO.

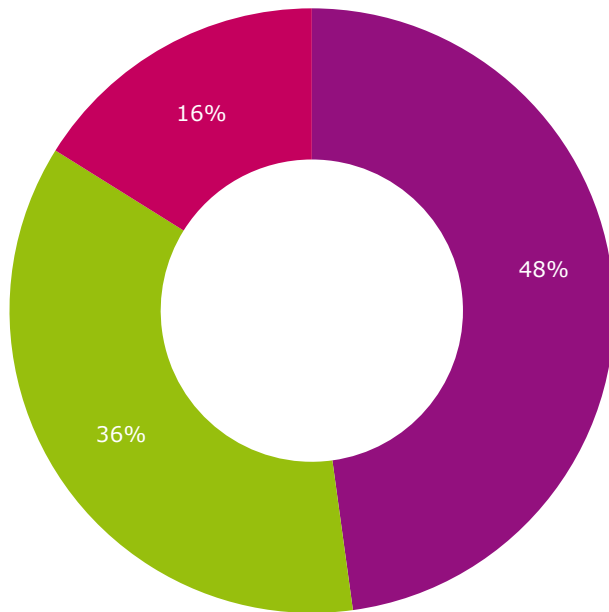
As organisations increase in size, they are more likely to consider speed of data restoration to be a reason to stop using tape.



**Figure 27:** What are/were your major reasons for wanting to move away from using tapes for your backups for disaster recovery?  
*N.B: Respondents who have plans to move away from using tapes for backups for disaster recovery or who would like to (459/1750)*

**Figure 27c:** What are/were your major reasons for wanting to move away from using tapes for your backups for disaster recovery?  
*N.B: Respondents who have plans to move away from using tapes for backups for disaster recovery or who would like to (459/1750)*

## Do organisations deduplicate when backing up?



■ Yes
 ■ No
 ■ No, but we'd like to

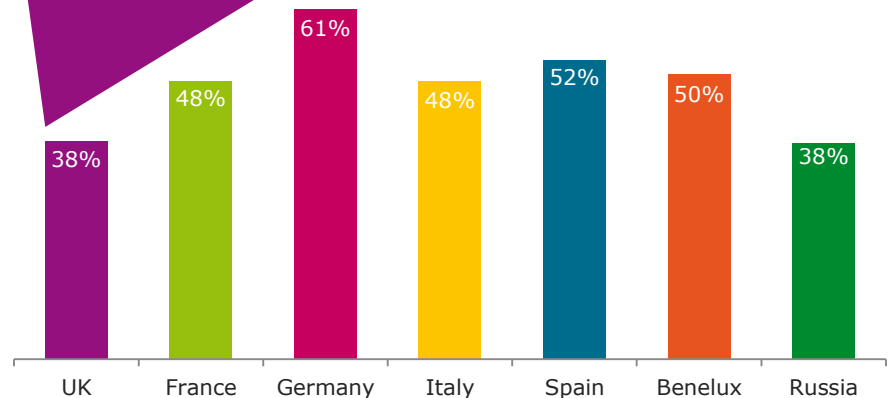
**Figure 28:** When backing up for the purpose of disaster recovery, do you do deduplicate?

Fewer than half of the surveyed organisations currently deduplicate when backing up for the purposes of disaster recovery.

Around one in six organisations do not currently deduplicate but would like to.

Therefore almost two-thirds of organisations currently do, or would like to, deduplicate.

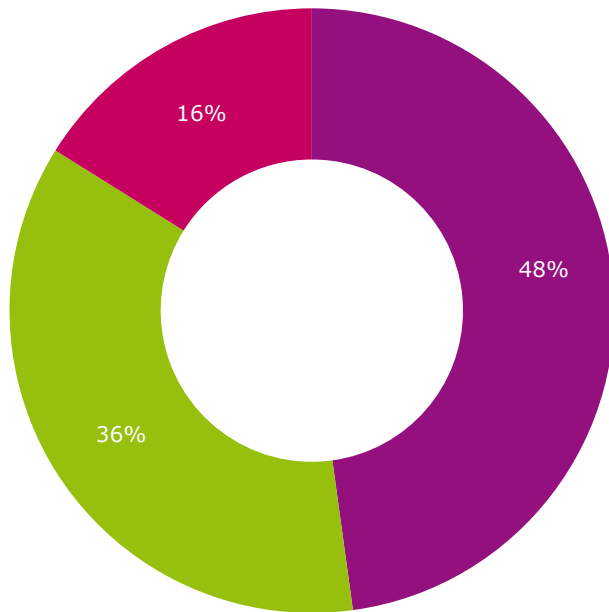
Organisations in the UK (who are the most likely to want to move away from using tape due to improved speed) are the least likely to currently deduplicate when backing up.



**Figure 28a:** When backing up for the purpose of disaster recovery, do you do deduplicate?

*NB: Only showing "Yes" responses*

## Do organisations deduplicate when backing up?



■ Yes
 ■ No
 ■ No, but we'd like to

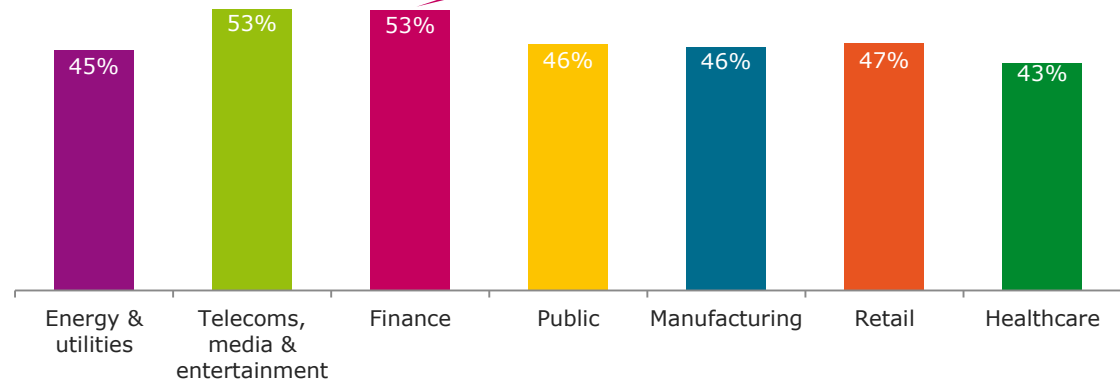
**Figure 28:** When backing up for the purpose of disaster recovery, do you do deduplicate?

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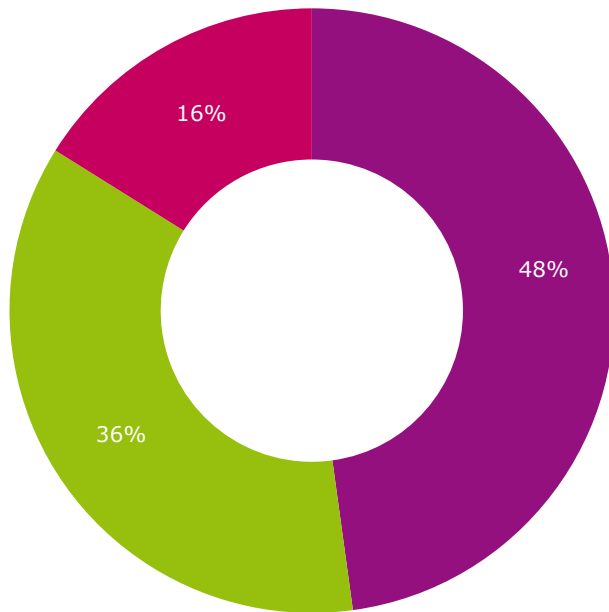
Organisations in the telecoms, media and entertainment sector and the finance sector are the most likely to currently deduplicate when backing up, with the majority doing so.



**Figure 28b:** When backing up for the purpose of disaster recovery, do you do deduplicate?

*NB: Only showing "Yes" responses*

## Do organisations deduplicate when backing up?



■ Yes   ■ No   ■ No, but we'd like to

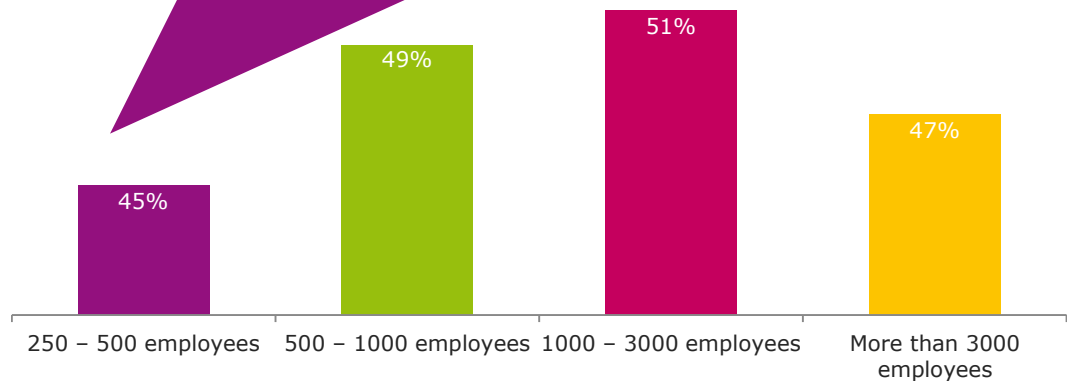
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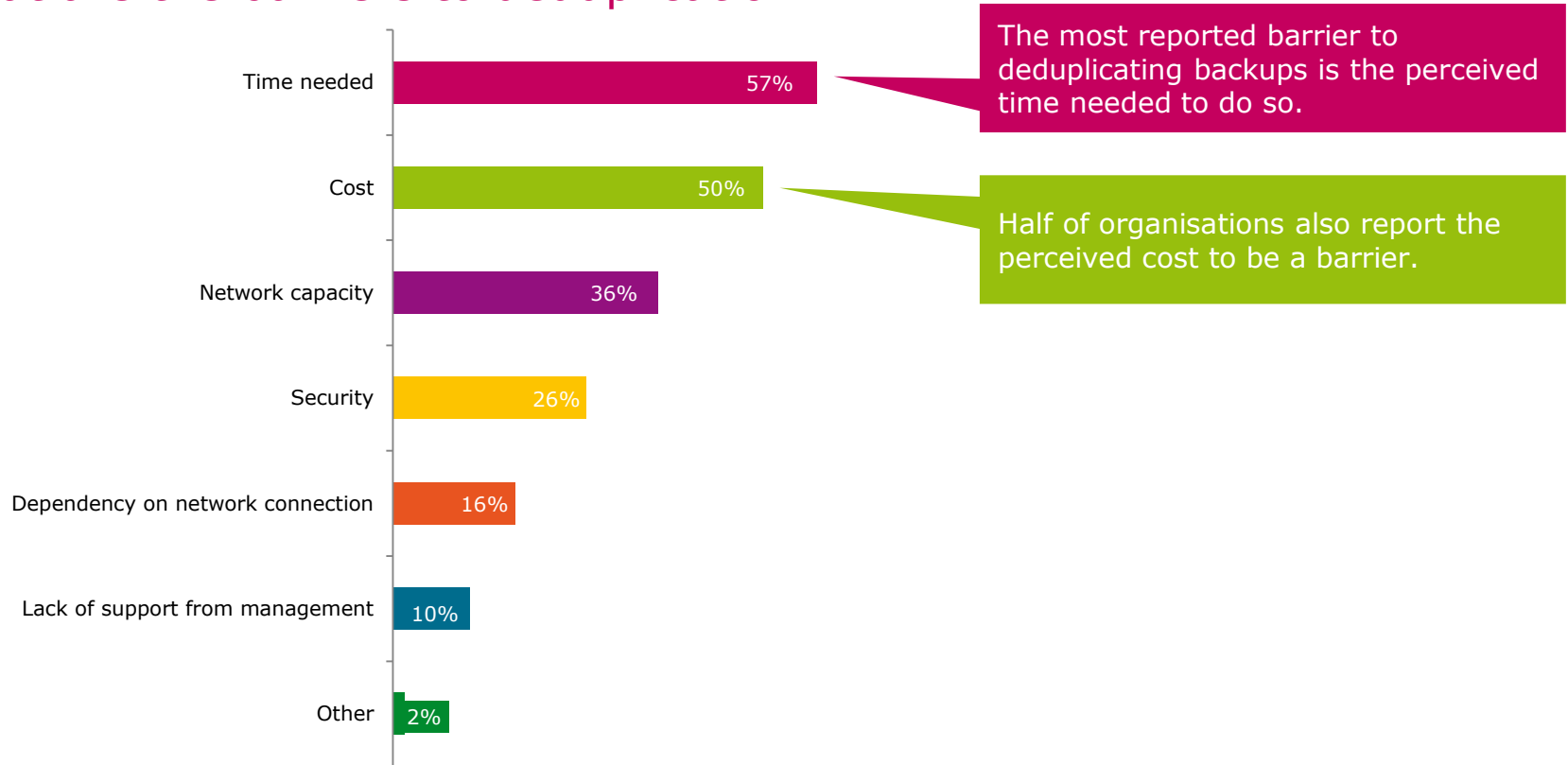
The smallest organisations are the least likely to currently deduplicate when backing up.



**Figure 28c:** When backing up for the purpose of disaster recovery, do you do deduplicate?

*NB: Only showing "Yes" responses*

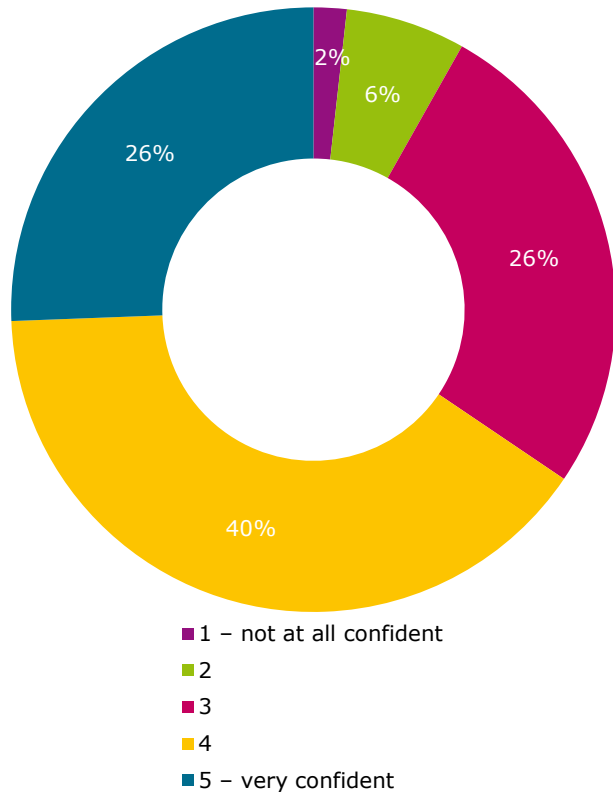
## What are the barriers to deduplication?



**Figure 29:** Which of the following do you consider to be limiting factors when looking to deduplicate backups?



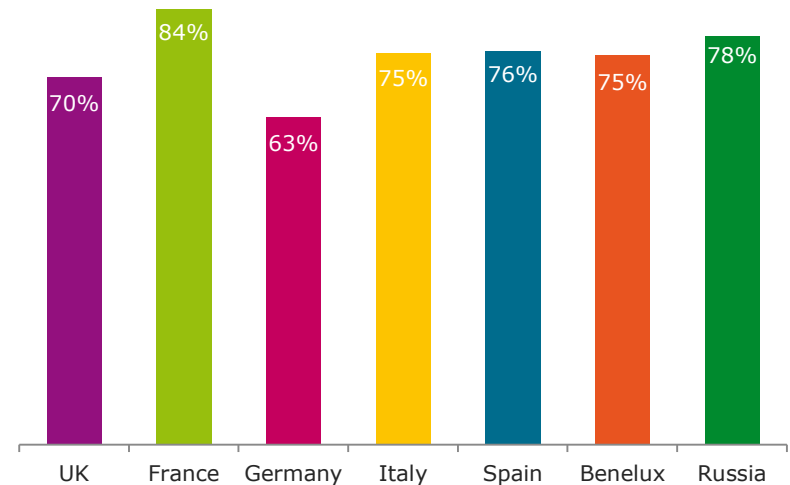
## Are organisations adequately prepared/protected?



**Figure 30:** How confident are you that you can fully recover systems/data today?

Almost three-quarters of organisations are NOT very confident that they can fully recover their systems/data today.

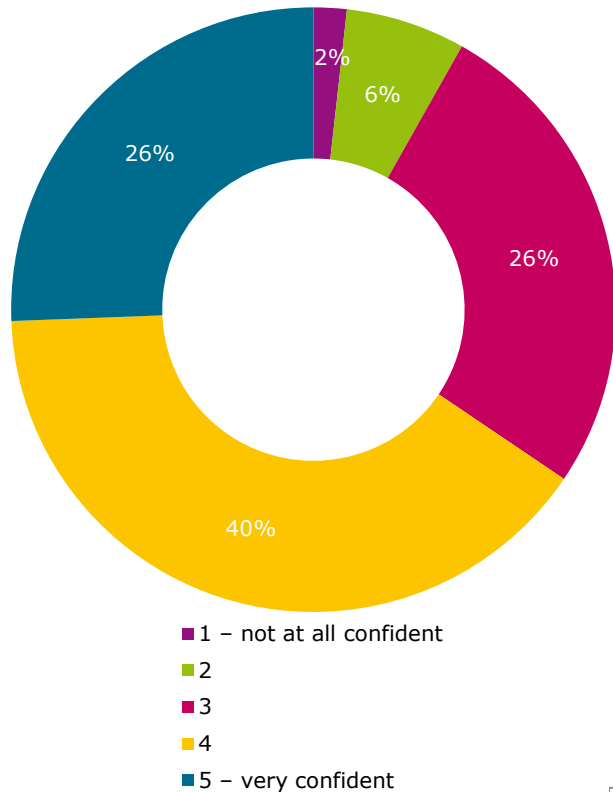
Organisations in France are the most likely to NOT be very confident.



**Figure 30a:** How confident are you that you can fully recover systems/data today?

*NB: Showing "1 - 4" responses" i.e. NOT very confident*

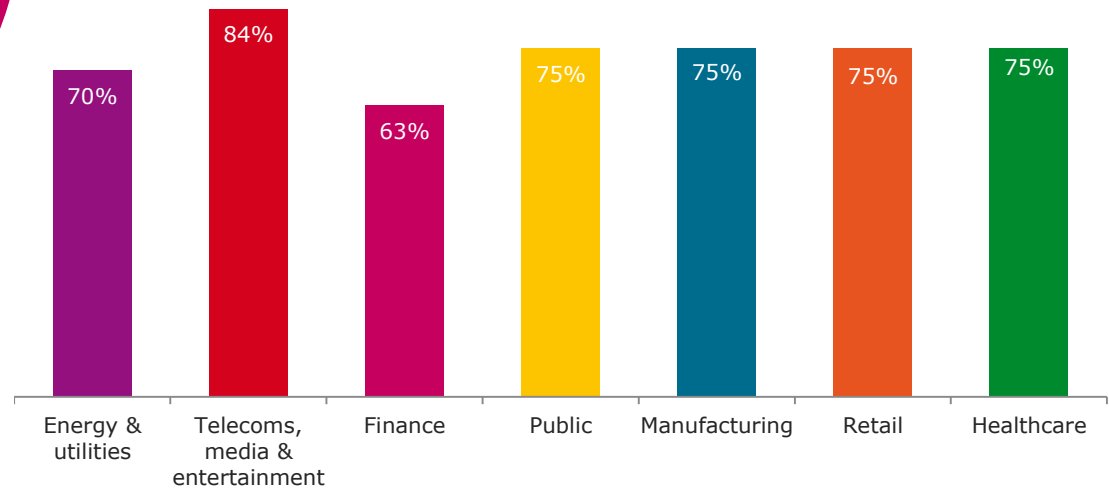
## Are organisations adequately prepared/protected?



**Figure 30:** How confident are you that you can fully recover systems/data today?

Three-quarters of organisations are NOT very confident that they can fully recover their systems/data today.

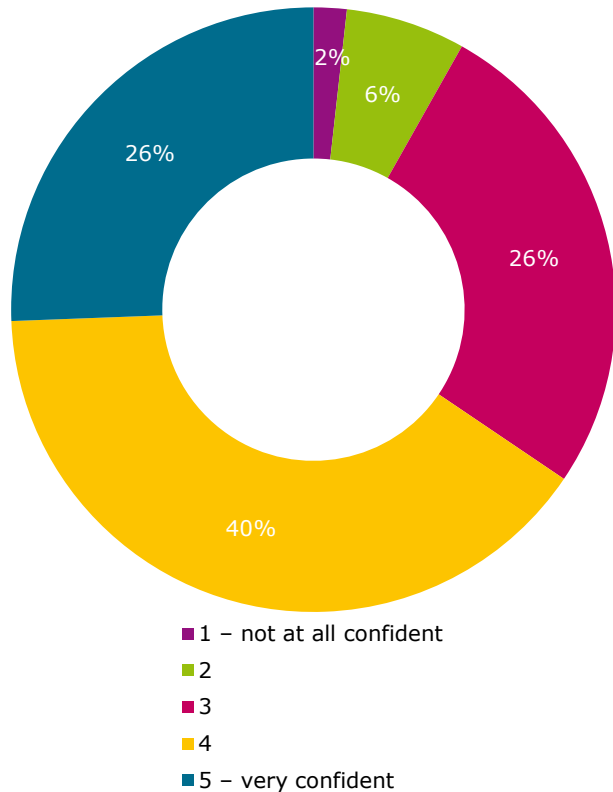
Organisations in the telecoms, media and entertainment sector are the most likely to NOT be very confident.



**Figure 30b:** How confident are you that you can fully recover systems/data today?

*NB: Showing "1 - 4" responses" i.e. NOT very confident*

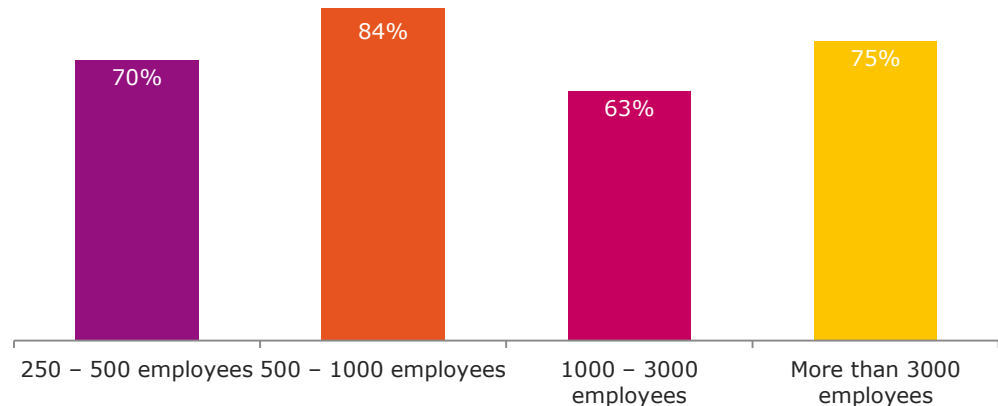
## Are organisations adequately prepared/protected?



**Figure 30:** How confident are you that you can fully recover systems/data today?

Three-quarters of organisations are NOT very confident that they can fully recover their systems/data today.

Organisations with 500 – 1000 employees are the most likely to NOT be very confident.



**Figure 30c:** How confident are you that you can fully recover systems/data today?

*NB: Showing "1 – 4" responses" i.e. NOT very confident*

*Thank you!*