

Corio, Inc.



About Corio

Founded in 1998. Delivers best-of-breed enterprise applications over a secure global network.

The technical services team manages 600 servers in two major datacenters—support internal needs plus the application needs of their customers.

Goals for data protection

- Ensure business continuity
- Improve reliability
- Gain system visibility
- Increase team productivity

Results

- Quantified hidden backup costs
- Pinpointed and fixed root causes of failures
- Increased team productivity
- Communicate and meet SLA's

Situation: The business of a growing technology company depends on meeting data protection SLAs

Corio® delivers best-of-breed enterprise applications to some of the biggest companies in the world—Visa, Bertelsmann AG and Carlson Companies—just to name a few. Every day, their customers expect applications to be delivered with increased performance, reliability, and cost control. Moreover, since these applications are critical to the business of their customers, Corio must ensure the data is available, secure, and recoverable in case of a disaster. In other words, protecting the data of their customers is not a luxury to Corio—it is critical to their success.

When demand for Corio's secure, global *Applications on Demand*™ platform took off, the scope and complexity of their information management operations had to keep pace—and fast. In addition to providing reliable, available delivery of key applications, Corio also had to be able to allocate costs to customers for the expanding level of services offered. To the IT Pros at Corio, this meant bulletproofing their backup operations, establishing and tracking SLA performance, and finding ways to track allocable costs.

According to James Rutledge, Senior Director, Technical Services, *"We were unable to quantify backup failures, and all of the chargeback we did was by hand. It was clear we needed better tools to support our growth."* Mr. Rutledge and his storage & backup team identified three critical needs for the 600 servers they managed: *"We needed visibility into backup success & failure, visibility into the root cause of any failures, and the ability to charge for the backup services we provide."*

Solution: BackupReport® Shows Successes, Failures and Root Causes.

Once Corio found BackupReport, they immediately recognized the value in the experience of the Bocada team—even though their business was unique, the data recoverability questions they faced were not. Bocada helped Corio quickly validate and deploy BackupReport in their San Jose, California and Tempe, Arizona datacenters.



Benefits to Corio:

- Improve the reliability of the backup operation
- Independent, 3rd party corroboration of results, usage and efficiency
- Optimize resources required to meet backup demand
- Forecast and justify additional resource requirements
- Improve communications with operations and end users

Reporting into backup gives us insight into by far the most critical aspects not just of IT but of our business. This is about business continuity—ours and our customers’

Vaikunt Krishnamoorthy, Corio Technical Services Team

Corio Backup Administrators use BackupReport to troubleshoot, which optimizes the performance of their Legato NetWorker software, improving data integrity and recoverability. Other key internal constituents, ranging from database administrators to business line managers get weekly summary information from BackupReport, to ensure that the backup operations are keeping pace with the demands of the business beyond IT.

Corio also has to meet service level agreements (SLAs) on backup and recoverability to satisfy the requirements of their customers. Corio uses the Zone management features in BackupReport to provide success and failure information, grouped by backup server and NetWorker Group Name. *“We will be able to share SLA reports from BackupReport through our Customer Program Managers every month. And customers will be able to see the costs of the level of service they are asking for,”* said Mr. Rutledge.

And time savings? *“We are not talking about ten minutes a day here. If we didn’t have BackupReport, we would be spending an extra 8 hours a week putting reports together by hand—and distributing them manually by email,”* notes Mr. Vaikunt Krishnamoorthy, a member of Technical Services team at Corio.

Ensuring recoverability, meeting their SLAs, saving time—and improving over time. BackupReport helps Corio protect their data and lower their backup costs, making sure their customers—and their own growing business—are safe and sound.

BOCADA[®]

Bocada, Inc.

10500 NE 8th St., Suite 1260
Bellevue, WA 98004
Phone: (425) 818-4400
Fax: (425) 818-4455
Web: www.bocada.com

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