

Challenges

- Faced the following operational challenges before implementing the Bocada Data Protection Service Management solution:
 - Needed to reduce time for administrative tasks
 - Needed to improve overall backup results
 - Needed to improve SLA performance
 - Needed to more easily publish reports to stakeholders
 - Needed quicker response to audit requests
 - Needed to improve recovery rates
- This organization has the following backup requirements:
 - To publish reports on backup results to stakeholders
 - SLAs in place related to backup success rates

Environment

- Use the following data protection applications:
 - Symantec NetBackup
 - EMC Axion
 - NetApp Open Systems SnapVault
- Manage between 3,000 to 5,000 backup jobs per month (between 100-160 per day).
- Manage between 1,000 to 2,000 backup servers and clients with the Bocada.

Benefits

- Realized an increase in backup success rates by greater than 10%.
- Realized the following benefits by using Bocada:
 - Improved the ability to meet SLAs
 - Improved recoverability rates
 - Responded more quickly to audits requests

Testimonials

“Bocada helps me to identify our backup success rate SLA and provide me with important feedback on the performance of our service providers.”