

Challenges

- Solved the following operational challenges with their Bocada Data Protection Service Management solution:
 - Needed to reduce time for administrative tasks
 - Needed to more easily publish reports to stakeholders
 - Needed quicker response to audit requests
 - Needed to improve capacity planning for backup needs
- This organization has the following backup requirements:
 - To publish reports on backup results to stakeholders
 - SLAs in place related to backup success rates
 - A requirement to produce "chargeback" reports for stakeholders

Environment

- Use the following data protection applications:
 - IBM TSM
 - Symantec NetBackup
 - Symantec BackupExec
 - EMC Networker
 - Commvault Simpana
 - HP Data Protector
- Manage greater than 20,000 backup jobs per month (more than 700 per day).
- Manage between 2,000 to 3,500 backup servers and clients with the Bocada.

Benefits

- Realized the following benefits by using Bocada:
 - Lowered administrative costs for managing backups
 - Identified areas for policy improvements
 - Responded more quickly to audits requests
 - Able to show customers and management backup results

Testimonials

"Service level requires us to show backup results for all clients every day. This was a labor intensive and often incomplete process when done manually. Bocada also helps us view total growth in backup demand, spot trends and use an accurate chargeback method for our services."