

### Challenges

- Solved the following operational challenges with their 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 to improve data protection of critical corporate information
  - Needed quicker response to audit requests
  - Needed to improve capacity planning for backup needs
  - 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
  - Frequent audits (i.e. SOX)

### Environment

- Use the following data protection applications:
  - Symantec BackupExec
  - CA BrightStor
  - HP Data Protector
- Manage greater than 20,000 backup jobs per month (more than 700 per day).
- Manage between 1,000 to 2000 backup servers and clients with the Bocada.

### Benefits

- Realized the following benefits by using Bocada:
  - Identified areas for policy improvements
  - Improved the ability to meet SLAs
  - Responded more quickly to audits requests

### Testimonials

**“Bocada has allowed us to respond quickly to audit requests and identify problems in the backup environment.”**