

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
 - Centralised reporting for multiple backup products.
- 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
 - HP Data Protector
- Manage greater than 20,000 backup jobs per month (more than 700 per day).
- Manage greater than 3,500 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 backup success rates
 - Improved the ability to meet SLAs
 - Improved charge back to our customers.

Testimonials

“It has allowed us to do centralised reporting across multiple backup products. This has reduced administration time, improved backup reporting and allowed us to get a better understanding of where we are at in terms of service and SLA’s.”