

▲ 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
- 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
 - Microsoft DPM 2007
 - Commvault Simpana
 - SyncSort, ViceVersa, Sbackup, Novanet, Rsync
- 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 an increase in backup success rates by greater than 30%.
- Realized the following benefits by using Bocada:
 - Improved backup success rates
 - Identified areas for policy improvements
 - Improved the ability to meet SLAs
 - Responded more quickly to audits requests

💬 Testimonials

“A standard SLA algorithm does not always meet the needs of all customers. Bocada built a customized SLA reporting module to help us meet the specific needs of our customers”