



OVERVIEW: Organizations that view Data Protection as an IT service, offered to either internal or external customers, require a standard set of operational processes in order to ensure successful service delivery and drive down operational costs. Developed in partnership with leading enterprise customers and service providers, the Bocada Data Protection Service Management (DPSM) Model is an ITSM like actionable methodology targeted at enhancing the delivery of data protection services.

Bocada Prism is the first and only data protection service management solution purposely built to intuitively drive users through the multi-phased DPSM process. It assesses the overall data protection delivery infrastructure effectiveness, improves the ability to deliver quality data protection and recovery services, and publishes the results to customers to continuously advance the effectiveness of data protection operations while lowering costs.

Comparing Bocada Prism with Bocada Enterprise

What is the difference between Bocada Prism and Bocada Enterprise?

Bocada Prism is the next generation solution for the Data Protection Service Management (DPSM) market. Prism goes beyond providing backup reporting, it is a purpose built, modular DPSM solution. While Prism leverages the same market leading scalable data collection engine and open database that is in Bocada Enterprise, it has been significantly modified and enhanced to better drive customers through the DPSM process. Prism has a built in workflow, intelligent SLA impact analysis, policy change analysis and a user configurable knowledge base. Unlike Bocada Enterprise, Prism has a completely web based front end, active directory role based security, alerting functionality, the ability to integrate with trouble ticketing solutions and a number of other features not available in Bocada Enterprise.

What are 5 top reasons customers will want to buy Bocada Prism?

Bocada Prism is the only solution on the market that is solely focused on enabling end-users and MSP's to effectively deliver data protection services to either internal or external customers.

The key customer benefits are:

- Lower overall operational costs.
- Increased customer satisfaction
- Increased recoverability and lower cost of downtime
- Better IT business alignment
- Significant process improvement

What are the key competitive differentiators of Bocada Prism?

Prism has many competitive differentiators, however these are the most significant, unmatched competitive differentiators (please see competitive matrix for more details)

- SLA Impact analysis
- Policy change impact analysis
- Enables annotation and knowledge transfer
- Ability to send alerts to trouble ticketing systems
- Storage Lifecycle Analysis
- Completely agent-less solution
- Broadest heterogeneous support





Features	Bocada Prism	Bocada Enterprise
Health Check Module	x	
Health Check Dashboard: Backup Health Pie Chart, Recovery Health Pie Chart, Fully Configurable up to 4 reports	x	
Job Trends with Drill Down for troubleshooting	x	x
Backup Trends with detail drill down	x	x
Backup Duration Trends with detail drill down	x	x
Occupancy Trends with detail drill down	x	x
Media Trends (volume mounts) with drill down	x	x
Top 10 clients	x	x
Top 10 Servers	x	x
Full Zoning capability for multiple views	x	x
Role based security	x	x
Ability to email reports	x	x
Custom reporting	x	x
Problem Management Module	x	
Detailed Backup Error Reports	x	x
Detailed Recovery Error Reports	x	x
Detailed Backup/Recovery Job Reports	x	x
SLA Impact Alerts	x	
SLA Impact Analysis Reports	x	
Error Trends with detail drill down	x	x
Annotation/Knowledge Base	x	
Alerting on errors	x	
Integration with Trouble Ticketing Systems	x	
SLA Module	x	
SLA Trends Dashboard- fully configurable	x	
SLA Trend Charts	x	x
SLA Trend Metrics	x	
Chargeback reports	x	x
SLA Compliance configuration wizard	x	
Custom SLA Reports	x	x
Policy Module	x	
Policy Configuration (TSM, NBU)	x	x
Client Configuration (TSM, NBU)	x	x
Policy Change Analysis with drill down to Policy Impact reports	x	
NetBackup Lifecycle Reports*	x	

Does Bocada Prism replace Bocada Enterprise?

Strategically, Bocada Prism and additional Prism modules will be the primary offering moving forward. Our intent is to add significant functionality to the Prism portfolio to help improve customers data protection service management processes, increase operational efficiencies and lower costs.

Bocada is offering a comprehensive migration program for installed base customers to enable them to utilize their existing Bocada Enterprise database with Bocada Prism in order to preserve all historic data for historical trending, audit and regulatory purposes. The migration service also provides training on the new Prism interface and creation of custom reports (only if equivalent functionality from Bocada Enterprise is not provided in Bocada Prism).

We anticipate an end of life date announcement for Bocada Enterprise before the end of 2011. Bocada will continue to support Bocada Enterprise for 18 months after that date; however product updates and enhancements will be made for the Prism platform only.



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