

INDUSTRY

IT Managed Service Provider (MSP)

BACKGROUND

An MSP needed a more efficient process for monitoring backup failures to ensure their customers were compliant with assorted industry regulations.

RESULTS

- Reduced backup failure rates from 19.5% to 5.5% for a 72% overall reduction.
- Reduced operating costs, freeing up team for higher-value activities.
- Improved reporting detail ensuring compliance with internal policies and industry regulations.

MSP Reduces Customer Backup Failures While Decreasing Operating Costs

BACKGROUND

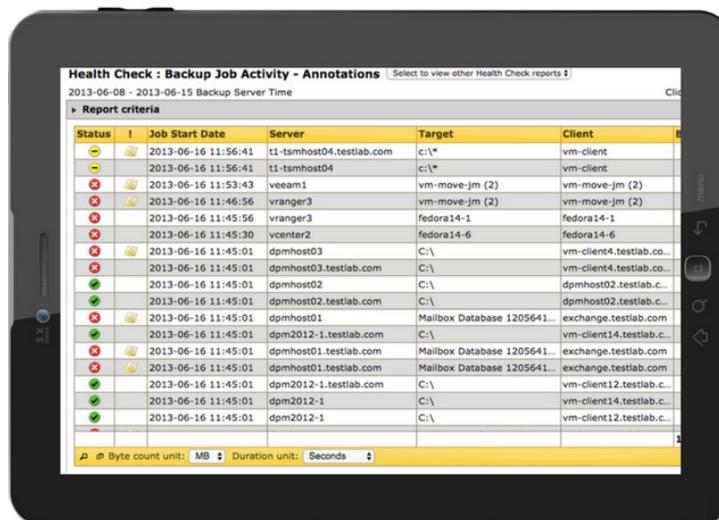
An IT Managed Service Provider (MSP) supported their customers' backup processes using native reporting from a variety of different backup products. Neither the MSP nor their customers were getting the level of reporting detail needed to effectively monitor the accounts. Without standardized, visual reports detailing backup success and failure rates, the IT Service Provider did not have continuous high levels of confidence that their customers' backup processes complied with internal policies and industry regulations.

Aware that their customers' backups were only growing in size, the MSP knew they needed a more efficient process for monitoring backup failures. The solution needed to be cost effective and scale across users, departments and geographies to meet customer demands.

SOLUTION

Bocada, with over 70 pre-built reports, gives backup administrators immediate visibility into their backup environments as soon as it is installed. Included is the Backup Job Activity Report, a report which shows if backups have been completely successful, partially successful, or if they failed. With backup success details available at the client, server, or target level, backup administrators can quickly pinpoint which backups failed, giving them the alert they need to troubleshoot errors. There is no need to go server-by-server across multiple backup products to query data, nor is there a need for command-line scripts or report creation, assembly, and distribution. Bocada provides all of this in a simple integrated console.

A first-time run of the Backup Job Activity Report following installation yields an assortment of red X's, isolating backup failures. By understanding these failures and addressing the underlying systemic issues, backup administrators will minimize the number of backup failures in their environment over time.



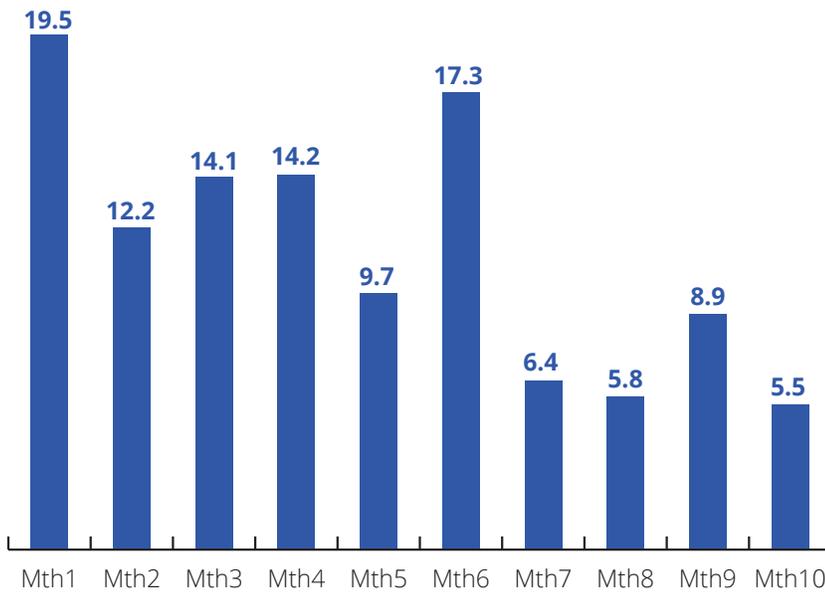
The screenshot shows a tablet displaying a report titled "Health Check : Backup Job Activity - Annotations". The report lists backup jobs with columns for Status, Job Start Date, Server, Target, and Client. The status column uses icons: a green checkmark for success and a red X for failure. The report shows several failed jobs, including those for 'vm-client' and 'exchange.testlab.com'.

Status	Job Start Date	Server	Target	Client
Success	2013-06-16 11:56:41	t1-tsmhost04.testlab.com	c:*	vm-client
Success	2013-06-16 11:56:41	t1-tsmhost04	c:*	vm-client
Failure	2013-06-16 11:53:43	veeam1	vm-move-jm (2)	vm-move-jm (2)
Failure	2013-06-16 11:46:56	vranger3	vm-move-jm (2)	vm-move-jm (2)
Failure	2013-06-16 11:45:56	vranger3	fedora14-1	fedora14-1
Failure	2013-06-16 11:45:30	vcenter2	fedora14-6	fedora14-6
Failure	2013-06-16 11:45:01	dpmhost03	C:\	vm-client4.testlab.co...
Failure	2013-06-16 11:45:01	dpmhost03.testlab.com	C:\	vm-client4.testlab.co...
Success	2013-06-16 11:45:01	dpmhost02	C:\	dpmhost02.testlab.c...
Success	2013-06-16 11:45:01	dpmhost02.testlab.com	C:\	dpmhost02.testlab.c...
Failure	2013-06-16 11:45:01	dpmhost01	Mailbox Database 1205641...	exchange.testlab.com
Success	2013-06-16 11:45:01	dpm2012-1.testlab.com	C:\	vm-client14.testlab.c...
Failure	2013-06-16 11:45:01	dpmhost01.testlab.com	Mailbox Database 1205641...	exchange.testlab.com
Failure	2013-06-16 11:45:01	dpmhost01.testlab.com	Mailbox Database 1205641...	exchange.testlab.com
Success	2013-06-16 11:45:01	dpm2012-1.testlab.com	C:\	vm-client12.testlab.c...
Success	2013-06-16 11:45:01	dpm2012-1	C:\	vm-client14.testlab.c...
Success	2013-06-16 11:45:01	dpm2012-1	C:\	vm-client12.testlab.c...

RESULTS

After installing Bocada, our IT Managed Service Provider saw that nearly 20% of all backup jobs were failing. With new insights from reports like Bocada's Failure Emphasis report, the MSP technical team reviewed daily backup performance and began isolating systemic issues in different parts of their customers' environments to reduce the overall failure rates.

Month Over Month Backup Failure Rates



Over the course of ten months, the team continued their work to eliminate job failures, resulting in 4% month-over-month reductions in backup failures. By the end of the optimization period, the IT Service Provider reduced backup failure rates from 19.5% to 5.5% while decreasing resource utilization and freeing up the team to work on higher value activities.

DISCOVER WHAT BOCADA CAN DO FOR YOU

Bocada is the leading independent backup reporting product. We give customers visibility and control over their backup environments, helping them validate backup success, meet compliance obligations, and support disaster recovery needs.

To try Bocada in your backup environment, contact us at:

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425-898-2400

 **BOCADA**