

A black and white photograph of a woman in a professional office setting, looking out a window. A large blue curved graphic element is overlaid on the top of the image.

ERASING THE TIME SPENT ON RECURRING DAILY BACKUP REPORTING

COMPANY

Spirit/21

INDUSTRY

IT Managed Service Provider (MSP)

BACKGROUND

An MSP serving enterprise customers needed a streamlined approach to monitor backup performance and remove manual processes out of their workflows.

RESULTS

- Removed one hour per day spent on manual backup reporting.
- Introduced automation into their backup failure ticketing process, improving speed of backup failure resolution.
- Introduced timely account-level backup performance reporting, elevating customer service standards.

BACKGROUND

Spirit/21 is a European managed service provider (MSP) with deep experience offering IT consulting, management, and digital transformation services to multi-national enterprises. With data backup and protection being one of the MSP's core service offerings, they strive to ensure streamlined oversight over all internal and external customer environments to maintain high security standards.

After hiring a former DXC consultant with expertise in streamlining backup operations, the backup team reached a critical conclusion about its daily backup operations. Between managing Commvault, Spectrum Protect, and NetApp backup servers, and the expected growth in data under management from new and existing customers, they knew their standard approach to manual backup reporting would no longer be effective. It was taking five hours per week, on average, just to compile the daily performance reports. Factoring in the need for monthly performance reporting and ad-hoc report requests as well, the team knew they needed a better, streamlined approach to backup monitoring and reporting that would ensure high levels of customer satisfaction.

SOLUTION

With extensive pre-built reports that automate and consolidate backup and storage activities from cloud and on-prem systems into a single console, Bocada provides teams managing enterprise backup environments with an efficient way to oversee backup activity and report on their performance. Included in Bocada are two frequently-used reports that address Spirit/21's needs for executive-level reporting for account managers and end customers as well as more nuanced reporting to support quick backup failure resolutions.

Bocada's Job Trends Report allows teams to easily segment backups by success, failure, or partial success, while also understanding the underlying reasons behind the failures or partial successes. Easy configuration tools allow for tailoring reports to individual customer environments and automated distribution ensures that team members have timely, actionable backup performance results to fix operational issues and maintain high success rates.

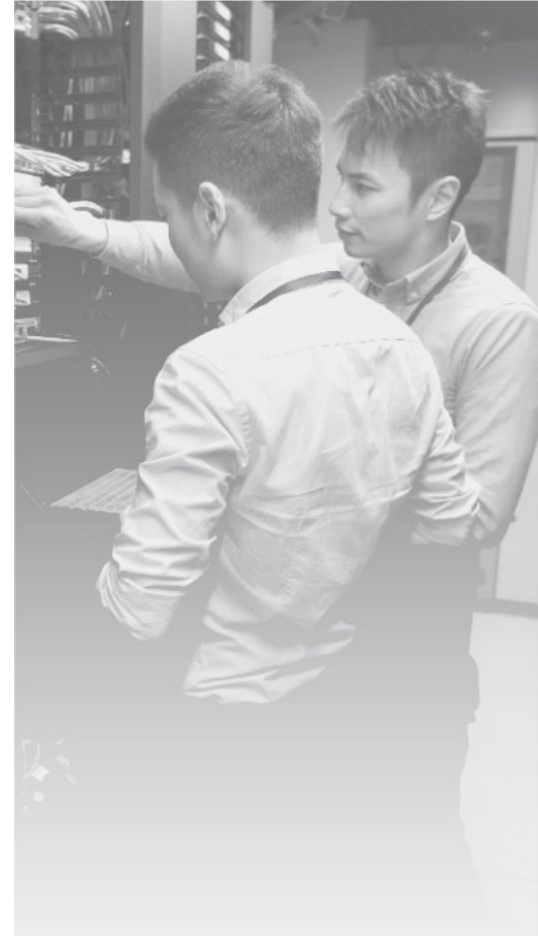
Meanwhile, the Executive Summary Report gives a high-level view of daily, weekly, or monthly success and failure rates. It provides executives and end customers a quick view of backup performance, delivering peace of mind that the backup team is effectively managing the backup environment.

RESULTS

Since implementing Bocada, Spirit/21 reduced the time spent on backup reporting from an average of one hour per day to just a few minutes every few weeks. With zero need to do manual data extraction and consolidation, the only time spent on recurring reporting is reviewing it after software patches to ensure seamless operations.

The integration of Bocada's automated backup failure alerting with OTRS, Spirit/21's ticketing system, further streamlined backup operations. Rather than manually creating and uploading new tickets, the team relies on the Bocada system to automate ticket creation. By pre-populating tickets with details about the backup failure, the backup team has the all information they need in-hand to resolve and re-run failed jobs.

Additionally, by automating the daily Job Trend Reports by customer account, and distributing it to each account manager, Spirit/21 was able to quickly respond to customer inquiries and demonstrate their proactive approach to backup management. The daily account performance report has become an additional way the team demonstrates their commitment to high data protection standards.



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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