BOCADA

MEASURING THE ROI OF BACKUP MANAGEMENT AUTOMATION

A Template For Building The Backup Management Automation Business Case

BOCADA

INTRODUCTION

Automating manual activities is the name of the game with just about every IT organization. Whether it's an MSP or internal IT department, teams must find ways to build efficiencies across everyday tasks. Software is the typical solution...but cost is a natural pushback. Teams must justify that the software can save enough time or other resources to warrant a new expense.

This dynamic is certainly true in backup operations. Teams wonder if automating backup management and reporting activities saves enough labor hours or personnel to justify a new software tool.

Thankfully, measuring the ROI of automating backup operations is straightforward. It starts by identifying the time associated with standard activities and then assessing the time requirements when using automation tools. This comparison provides an objective way to measure the true ROI of backup management automation.

The template at the end of this document will simplify this comparison process and measure the ROI for your particular organization.

BOCADA

POSITIVE AUTOMATED BACKUP MANAGEMENT ROI OPPORTUNITY AREAS

When assessing the upside of automating your backup management operations, consider four key areas: daily performance monitoring, compliance reporting, remediation management, and asset protection oversight.

1. Daily Performance Monitoring

Maintaining strong backup health requires regularly monitoring daily backup performance. It also requires isolating and assessing failure issues. This is extremely time intensive in a complex, heterogeneous environment.

Daily, this translates to collecting performance data from each backup server, isolating failures, and exploring failure error messages to prioritize work tasks. Depending on your environment size, this translates to 30-minutes per day or more. Regardless, even in small environments, it's a repetitive task that's ripe for automation.

2. Backup Failure Remediation Management

Hitting agreed-upon backup success rates requires active backup failure management. This means overseeing the ticketing process, unearthing failure causes, and managing tickets to closure.

Manual processes require individuals to populate and submit tickets individually. They also require manual evaluations of the underlying failure triggers. This points to not just a time savings opportunity but also a data protection opportunity. By automating this process, failures get addressed faster and data gets fully protected sooner.

3. Monthly Compliance / SLA Reporting

A typical task all backup teams must work on is monthly compliance reporting. This may be for internal auditors based on agreed-upon performance metrics. Or, in the case of MSPs, it ties to SLA obligations.

This often requires metric aggregation across backup products. Because each backup product produces performance data in unique ways, this process may take days. Additionally, end-users of these reports likely expect tables, graphs, or data visualizations.

4. Unprotected Asset Identification

Backup teams should regularly check for unprotected assets. These are resources that should have backup protections in place but do not.

Strong data protection teams complete this monthly. However, the time needed to manually reconcile asset inventory lists with backup job logs is onerous. This is what makes it a great automation and time saving opportunity.

AUTOMATED BACKUP MANAGEMENT ROI TEMPLATE

Each environment and backup team is different. Variability in environment complexity and team composition impact the amount of time needed to manage recurring tasks. As a result, the amount of time saved by introducing automation across key backup management touchpoints varies too.

Use the ROI template we've included to measure your potential savings. By assessing the labor hours required for each operational area, you'll have an objective read on the actual time spent across backup management activities. Compare this to the cost of licensing backup management automation software to understand the true ROI.

GOING BEYOND LABOR HOUR SAVINGS

Labor hour savings is an extraordinarily tangible way to measure the impact of backup monitoring and reporting automation. And, often the simplest. That's why the included template focuses on the labor cost savings opportunity.

However, automation introduces several other holistic savings opportunities as well. One area is the penalty or fees associated with missing compliance guidelines. Not meeting regulatory requirements or customer SLAs may result in severe financial penalties. Automation mitigates this by freeing up team members to actively address failure issues rather than spend time on tedious tasks.

Another key consideration area is data restorability in the event of a natural disaster or cyberattack. Manual activities take more time than automated activities. Also, they are ripe for human error. This potentially leaves critical data unprotected during such events. The regulatory penalties can be in the millions and the reputational costs to the business reputation are immeasurable.

BOCADA

BACKUP MANAGEMENT AUTOMATION ROI

PERFORMANCE MONITORING

To measure performance monitoring time, multiply the time associated with each activity by the number of servers or reports you need to pull every day. Then, multiply it by the number of work days in the month.

	Manual Operations	Automated Operations
# of Servers Or Discrete Daily Reports		
Average Data Collection Time		
Average Normalization & Aggregation Time		
Average Formatting Time		
Average Time To Distribute To Necessary Parties		
Time Spent Per Month		

BACKUP FAILURE REMEDIATION MANAGEMENT

To measure backup failure remediation management time, first assess the amount of time associated with pulling a daily failures list. Separately, assess the average number of failures you have per day. Multiply the number of failures per day by the average time associated with creating a failure ticket, identifying the failure error, updating a failure ticket, and closing the ticket. Take the daily failure list production time and the daily time associated with ticket management, and multiply it by the number of work days each month.

	Manual Operations	Automated Operations
Average Time To Pull Daily Backup Failures List		
Average Number of Failures Per Day		
Average Time To Populate & Submit Ticket		
Average Time To Assess Failure Errors		
Average Time To Update Ticket With Error Info		
Average Time Spent Closing Ticket		
Time Spent Per Month		

BOCADA

MONTHLY COMPLIANCE REPORTING

To measure compliance reporting time, multiply the time associated with creating each report by the number of reports you produce each month.

	Manual Operations	Automated Operations
# of Monthly Compliance / SLA Reports		
Average Data Collection Time		
Average Normalization & Aggregation Time		
Average Formatting Time		
Average Time To Distribute To Necessary Parties		
Time Spent Per Month		

UNPROTECTED ASSET IDENTIFICATION

To measure the time needed to identify unprotected assets, first multiply the number of asset inventory databases you have by the time needed to pull asset inventory lists. Add in the the number of backup servers you have multiplied by the amount of time needed to collect backup job records. Add to this the time needed to compare and reconcile the asset inventory lists against the backup logs. Lastly, multiply this by the number of reconciliations completed per month.

	Manual Operations	Automated Operations
# of Asset Inventory Databases		
Average Time To Pull Asset Inventory List		
# of Backup Servers		
Average Backup Job Data Collection Time		
Average Time To Compare & Reconcile Lists		
Number Of Reconciliations Per Month		
Time Spent Per Month		

BOCADA

COMPARING COSTS & ROI

Add up the total labor hours associated with each task above for both manual and automated operations. Then, enter in your organization's hourly labor cost. Multiply this together to assess the monthly labor hour expense. Lastly, multiply this number by 12 to isolate your yearly labor hour expense.

Then, enter in your organization's cost for licensing backup management automation software. Compare these numbers against each other to isolate the ROI.

	Manual Operations	Automated Operations
Total Labor Hours Spent Per Month		
Average Cost Per Labor Hours		
Total Monthly Labor Hour Expense		
Total Yearly Labor Hour Expense		
Software Licensing Fee (e.g. cost per unit)		
Number of Units		
Total Software Licensing Fee		

Yearly Cost Of Manual Operations	US$	
Yearly Cost of Automated Operations	US$	

BOCADA

About Bocada

Bocada LLC, a global IT Automation leader, delivers backup reporting and monitoring solutions that give enterprises complete visibility into their backup performance. Bocada provides insight into complex backup environments, enabling IT organizations to save time, automate ongoing reporting activities, and reduce costs. With the largest installed customer base in the Fortune 500, Bocada is the world's leading provider of backup reporting automation.

For more information, visit **www.bocada.com**