

# Centralized Backup Reporting: Business Benefits Quantified

## CUSTOMER

- Wireless solutions provider



## APTARE SOLUTION:

- APTARE IT Analytics™ Backup Manager

## TECHNOLOGY ENVIRONMENT:

- Backup Solution: Symantec NetBackup 7
- De-Dupe Solution: DataDomain
- Amount of Data: 1 Petabyte backed up each day

**Visibility into the storage environment and data extensibility of the APTARE database helped the company meet SLAs and improve backup success rate from 90 percent to 99.8 percent.**

Service level agreements (SLAs) provide accountability, expectations and measurable results—especially at large, multinational corporations where tens of thousands of users rely on complex infrastructure that can quickly grow out of control. Users and business unit managers need to know that their data is protected, secured and can be recovered quickly if necessary. With millions of dollars in revenue, petabytes of critical information and a corporate reputation to protect a simple wink and a pat on the back just aren't good enough.

A large Wireless solutions provider needed that assurance. In order to meet data protection and compliance requirements, the company's business data would be backed up every day within a 12-hour window with a recovery time of less than 24 hours. With operations in dozens of markets around the world and 11 global data centers, the daily backup load averages around a petabyte per day with an additional 700 terabytes replicated to an off-site disaster recovery facility—a huge volume of backup data that needs to be tracked, analyzed and reported on.

Up until a few years ago, the company used a homegrown storage reporting solution that relied on manual processes and in-house scripts. According to an executive with the company, the solution worked well, but it was static, merely a flat representation of the storage environment at a certain point in time that, due to the time it took to compile the information, was often outdated. In addition, the solution did not provide the ability to drill down into individual cycles and did not include historical data. Nor could it be used to produce customized reports for SLA tracking and audits. Customization required complex programming that then had to be applied piecemeal across infrastructure, data centers and the organization.

"[The global wireless solutions provider] came to us at a time when it was growing quickly into new markets with dynamic compliance regulations," said Rick Clark, CEO of APTARE. "We had to find a way to improve visibility into its storage environment securely and efficiently."

### KEY CHALLENGES

- As the company grew and expanded into new markets, complex storage infrastructure made it difficult and time consuming to collect and analyze backup information
- Home-grown solution couldn't be customized easily, requiring complex and redundant programming
- Compliance requirements constantly change, requiring a dynamic backup reporting tool

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### BUSINESS RESULTS AND TECHNICAL BENEFITS

- A Backup success rate improved from 90 percent to 99.8 percent
- Backup reporting costs reduced 20-30 percent based on streamlined processes
- Business unit managers have peace of mind that their data is protected and can be recovered quickly and efficiently
- Internal and external audits are streamlined, allowing resources to be allocated to other parts of the business
- Save \$60,000 per year in hardware costs through more efficient backup architecture
- Save \$1,500 per year in lost productivity as a result of streamlined auditing processes

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### WHY APTARE?

- Central reporting tool that consolidates backup reporting, analysis and resolution
- Data extensibility of solution enables dozens of custom reports
- Integrated with ticketing solution for quick and efficient problem resolution

### Finding a Central Reporting Tool

The wireless solutions provider deployed APTARE® Backup Manager across its 11 global data centers, enabling central and automatic collection of backup information in a single management tool. Immediately, backup administrators and other stake holders were able to quickly access to the network, get a sense of the storage environment's status in real time and compare it to historical data that helps them analyze and streamline backup performance. APTARE also archives the backup information, preserving invaluable intellectual property that otherwise would be lost every time an administrator left the company.

APTARE's extensive database and reporting mechanism is integrated with the company's ticketing system to create a unified solution that is able to identify, track, analyze, resolve and report on backup errors. Administrators can go into the solution, identify problems and troubleshoot solutions that prevent the errors in the future. The team produces weekly reports for internal analysis and runs monthly summaries for business unit managers. This allows the backup team to track success/failure rates over time and put the onus on the business unit and the application owner to streamline processes on their end.

### A More Efficient Backup Strategy Across the Organization

Visibility into the storage environment and subsequent actions that help streamline backup processes helped the organization improve backup success rate from 90 percent to 99.8 percent, ensuring critical data is protected and is able to be recovered quickly and according to the company's SLAs.

In addition to strengthening the company's data protection and compliance strategies, APTARE has saved the company 20 to 30 percent annually on backup costs by reducing the overhead associated with backup reporting. Instead of manually inputting data in Excel spreadsheets and hoping that data entry errors are kept to a minimum, the collection and analysis of data is done automatically by APTARE in real time, enabling quick, informed decision making up and down the business line.

The company also uses APTARE to conduct internal audits twice a year and on an ad hoc basis per business unit requirements. Internal auditors are provided reports by the backup team or given access to APTARE where they are able to run reports on their own. The same reports are also used for external auditing for SOX compliance and other regulatory requirements.

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*APTARE was able to centralize [the customer's] reporting efforts, ensure accuracy and streamline the process to a point where it's not cost prohibitive to do storage reporting the right way.*

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Rick Clark,  
CEO, APTARE

“Thanks to visibility into the storage environment and the data extensibility of the APTARE solution, [the global wireless solutions provider] has the peace of mind that its critical data is being backed up and can be recovered quickly if needed,” Clark said. “They were doing an ok job before, but we were able to centralize their reporting efforts, ensure accuracy and streamline the process to a point where it's not cost prohibitive to do storage reporting the right way.”