



APTARE Integrates Backup Reporting with Ticketing System

Consolidated management arms administrators with real-time information to quickly and efficiently resolve, report and prevent backup failures.

Key Challenges

- Manual reporting makes it cost prohibitive to reliably monitor backup status in large environments, and many failures go unreported
- Unresolved failures lead to an incomplete and inconsistent data protection strategy
- Strict compliance requirements require reliable proof that failures are resolved
- Management has zero tolerance for poor reporting processes

The data protection policies of large enterprise organizations require tens of thousands of backup instances each week. Servers are distributed across multiple data centers, are owned and governed by various groups or departments and require varying levels of protection depending on the criticalness of the data.

Given this complexity, failures do happen, and it's up to the data protection team to identify those failed cycles, remediate the issue, re-execute the backup and report on and prove that the data has been backed up according to the organization's data protection policies. A failure to both remediate the issue and prove resolution can put the organization at great risk due to a failure to recover important business information and prove to regulators that data recovery requirements are being met.

Incredibly, most organizations rely on manual processes to identify and remediate failed backups. Each morning a reporting tool spits out a report detailing failed or incomplete processes. An administrator uses the report to investigate the failures, validates that they are indeed failures and creates a ticket that is routed to another technician who then remediates the issue and re-executes the cycle. The reporting tool then spits out another report, and the process continues.

"Most organizations have no integration between their reporting mechanism and their ticketing system, preventing any cooperation or automatic mechanism that would streamline the process and ensure that data protection policies are being met," said Jason Buffington, Sr. Analyst, Enterprise Strategy Group. "Instead, they are relying on a vicious cycle that never ends because one hand doesn't know what the other is doing."

Embed Backup Data in Each Ticket

APTARE bridges the gap between backup reporting and remediation by automatically collecting backup information across multiple backup solutions, consolidating the information and automatically generating tickets for failed cycles. Help desk technicians then have

Why APTARE?

- Failed backups automatically trigger a ticket that embeds event information in the ticket
- Detailed event information can be analyzed in real time during the troubleshooting process, improving time to resolution
- Management data can be stored and analyzed for root cause, creating more efficient backups and decreasing failure rate
- Creates paper trail of backup failures and their resolution for SLA reporting and compliance

access to real-time information and analytics in the APTARE data repository, helping them resolve the issue quickly and efficiently.

APTARE's extensive database and reporting mechanism works with an organization's existing ticketing system to create a unified solution that is able to identify, track, analyze, resolve and report on backup errors. APTARE collects backup information through light-weight agentless technology and compiles the actionable information in a central web-based dashboard where it can be viewed, analyzed and exported as easy-to-read reports. Failed and incomplete backup cycles are automatically identified and trigger ticket generation in the organization's ticketing solution where technicians can access inventory information, event logs, performance and capacity data to quickly troubleshoot the issue.

The data protection team can then produce weekly reports for internal analysis and run monthly summaries for business unit managers. This allows the backup team to track success/failure rates over time and put procedures in place that streamline processes.

Reduce Labor and Costs, Improve Data Protection Strategy

Traditionally a manual, labor intensive process, documenting backup failures and their resolutions is now conducted automatically in a fraction of the time. Everything is documented in the APTARE solution and can be easily exported as a report where it can be gathered for root-cause analysis, SLA reporting and compliance. This integration and automation saves organizations hundreds of hours of manual maintenance, reduces the possibility of human error and streamlines the reporting process.

"Integrating reporting and ticketing improves the efficiency of the backup environment as a whole, reducing the number of failed cycles while reducing the time and resources required to complete the backup window," said Walt Duflock, VP Marketing. "These efficiencies save bandwidth and storage capacity which in turn reduce management overhead and costs. The resources and budget can then be reallocated to other IT initiatives."

While efficiency and cost are important, the most important benefit is the strengthening of the organization's data protection strategies. The peace of mind that documentation provides management is invaluable as the board, stockholders, customers, partners, regulators and other stakeholders have proof that the company's data is safe and can be recovered efficiently if necessary.

You can't put a price on that.



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