



CASE STUDY

Data Protection Policies and Efficiency Practices

Real-time dashboards and customized reports ensure the company is adhering to data protection policies and meeting customer SLAs while refocusing attention on making backups more successful and more efficient

Customer:

Leading Biopharmaceutical Development Services Company

APTARE Solution:

APTARE StorageConsole Backup Manager

Problem:

- Lack of visibility into backup status across multiple platforms and 38 global data centers
- Manually collecting stats and creating reports sapped resources from core responsibilities of maintaining the backup environment
- Inability to prove compliance with internal and client service level agreements

Technology Environment:

Backup Solution: Symantec NetBackup
Backup Units: 1611

Why APTARE?

- Eliminates manual process of compiling backup stats across multiple platforms and sites
- Includes custom report engine that fits the organization's data protection requirements
- Based on industry-standard Oracle database that is scalable and flexible

For a leading biopharmaceutical development services company with operations around the globe, data is the product. Conducting research, drug trials, and other testing methods requires terabytes of data that are captured, collated, and analyzed for pharmaceutical companies around the world. Unique service level agreements (SLAs) are set with customers to protect and secure information, and it's up to the organization's backup team to meet and prove that these varying requirements are being kept.

"The inability to protect our information would be akin to a rancher's inability to protect his livestock from malnutrition, disease, and theft. It would be a sunk cost," said the associate director of IT global database and backup for the company. "We need a way to track backup status across multiple platforms and a massive global infrastructure."

The need for consolidation was already apparent and the company embarked on a project to reduce its 38 data centers to four global sites and several regional sites. The organization redesigned its global architecture, modernizing and optimizing infrastructure while paying close attention to how data is stored, backed up, replicated, and archived. However, while backups were centralized, the ability to view backup status in real time and automatically export the information remained elusive through Symantec NetBackup, the company's backup solution.

Instead, the process was manual. Administrators had to painstakingly track each instance retroactively, validate the success of the backup, and enter the data in a spreadsheet. Reports would be compiled and uploaded to Sharepoint, and hard copies were filed in massive cabinets for compliance. With each instance taking up to 30 minutes per request and compliance reports taking several days, the backup reporting process became cost prohibitive and sapped resources away from the team's core responsibility of conducting backups and preserving backup status.



Key Challenges

- Provide visibility throughout the backup environment across platforms and data centers
- Produce easy-to-read customized reports that provide actionable information used to improve backup processes
- Meet strict SLAs with internal stakeholders and clients

Business Results and Technical Benefits

- Provides real-time and historical visibility into the entire data protection environment
- Helps enable an application and architecture consolidation project by ensuring reliable backup reporting across platforms and data centers
- Internal and client SLAs are tracked and communicated more accurately



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“The Eyes Into My World”

The IT organization investigated several third-party storage reporting options and settled on a solution from APTARE to compliment NetBackup. Immediately upon implementation, APTARE gave administrators complete visibility into the entire backup environment that is spread across multiple data centers and made up of virtual machines, tape libraries, replication systems, and deduplication appliances. The information can be exported as out-of-the-box and custom reports, analyzed within the team, and sent to management and other stakeholders.

“APTARE has become the eyes into my world,” the executive said. “I can immediately see the status of all backups in real time, track historical data, and quickly determine what I need to do to enforce our data protection policies.”

While APTARE comes with dozens of pre-built reports, administrators are able to customize reports that are ideally suited for the company’s data protection needs—including daily backup checks that can drill down to individual instances. Taking as little as five minutes to create, custom reports can be built on demand as needs arise without taking resources away from the team’s other responsibilities. It also enhances the team’s ability to analyze failures and other events in an attempt to improve the backup success rate and make backups more efficient and more robust.

Making Smart Decisions Across the Company

Visibility into the backup environment provided through APTARE arms users across the bio-pharmaceutical development services company with the information they need to make smarter decisions about backup capacity, procurement, and other data protection policies. Management and sales representatives know that their clients’ data is protected and secure and complex compliance requirements that differ between markets are being met reliably and efficiently.

APTARE is so intuitive and complete that management, auditors, and other stakeholders have limited access to the solution that allows them to view the dashboard and run their own reports, eliminating the need to put in a request with the backup team. This streamlines the compliance reporting and billing processes while freeing up the backup team to work on other, more strategic projects.

“It’s easy to see APTARE as just a cog in the totality of our backup efforts, but APTARE really is the central framework for the company’s entire data protection strategy,” the executive said. “It’s a convenient and cost-efficient means of quickly assessing the state of backups throughout our environment—and that is truly invaluable.”