

CASE STUDY

Meeting Backup Duplication Requirements and Corporate SLAs

Backup Duplication Report ensures all backups are completed for all copies of data, enabling the IT team to meet SLAs, fortify the company's data protection efforts, and save time and money

Customer:

Major Luxury Brand and Retail Company

APTARE Solution:

APTARE StorageConsole Backup Manager

Problem:

- Corporate SLAs require three copies of all data backups
- Backup solution did not provide reporting capability to validate backup duplications
- Lack of confidence in the backup process across the company
- Backup administrators spent 15 hours per week validating backup duplications for stakeholders

Technology Environment:

Storage: NetApp, Quantum

Backup Solution: Symantec NetBackup

Amount of Data: 250 TB

Why APTARE?

- Delivered confirmation of successful backup duplications
- Provided accessible reporting to executive management and all stakeholders
- Reports include all the necessary details not available from backup tools

A prominent upscale luxury brand retail company was having trouble validating that pertinent data was being backed up according to the company's data protection policies. According to a service level agreement (SLA) established by the company's executive management, data has to be backed up locally and then replicated to two off-site facilities. Unfortunately, the IT team could not substantiate the integrity of these backup copies due to the inability of Symantec NetBackup™ to verify that all three copies were completed successfully. Consequently, concerned stakeholders from across the organization constantly asked the backup administrators to perform ad hoc backup tape verifications, a result of a lack of confidence that all three copies had been created properly.

The backup administrators tried to validate backup images and duplications through NetBackup, but the admins found that they had to manually search for an image ID and then correlate that information with other NetBackup reports to determine exactly what data was actually on the tape. With each instance taking about an hour, the administrators found that creating reports for all the IT department's internal clients on a daily basis was so time-consuming and cost-prohibitive, it was basically impossible. As an added challenge, NetBackup's reporting was also unreliable. The admins found that sometimes NetBackup would show a successful completed backup with images on tape even though the images were not really there.

"It became clear immediately upon engaging with the client that it needed an automated reporting process to accompany and work with NetBackup to confirm that duplications were successfully created," said Walt Duflock, VP of Marketing, APTARE. "Administrators needed a reporting mechanism and central repository that stored essential details such as dates and locations. It was apparent that NetBackup alone simply could not meet this need."

Delivering Automated and Accurate Backup Reporting

The major luxury retailer deployed APTARE StorageConsole Backup Manager across all their data centers, creating unparalleled visibility throughout the entire backup environment. Now, instead of manually capturing backup success rates across data lifecycles, backup ad-

Key Challenges

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Business Results and Technical Benefits

- Delivers daily confirmation that all backup duplicates are completed successfully
- Eliminates 15 hours per week spent on tape validation by backup admins
- Provides productivity gains of 700 hours per year, saving more than \$50,000 annually
- Proves to executive management that IT team SLAs are met
- Strengthens stakeholder confidence in backup duplication process
- Improves trust in the IT team across the company

administrators are able to design and deliver automated and accurate reports. Only a couple of minutes are needed each day to review the Backup Duplication Report and validate that all backups and copies have been completed successfully. At the same time, APTARE reports identify any issues with backups or duplications, so admins can take immediate action to troubleshoot and remediate.

APTARE correlates all backups with the associated duplications, and the automated Backup Duplication Report provides all the required details including backup status, backup completion dates, expiration dates, backup policy names, locations of duplications, media type, and storage unit names for all three copies—all in one easy-to-read report. In addition, the Backup Duplication Report is made available directly to the IT team's internal clients, eliminating the need for stakeholders to request tape verifications from the backup administrators.

Utilizing the APTARE Backup Duplication Report eliminated the 15 hours per week spent by the backup administrators in response to tape validation requests. According to the retailer, the report alone represents more than 700 hours per year of productivity gains for the IT team, which translates to more than \$50,000 annually.

Meeting Corporate SLAs and Building Confidence in IT

Meeting corporate SLAs with regard to the backup duplication requirements is one of the top priorities of the company's backup managers and administrators. Prior to APTARE, there was no way for IT to prove all copies were backed up successfully, and no way to run a full report to prove the SLAs have been met. With APTARE, the retailer's corporate executives have a definitive confirmation that the company's rigorous data protection objectives as well as regulatory compliance obligations are being met.

The APTARE Backup Duplication Report also produces a higher level of confidence across the company—in the reliability of the backup process and also in the IT team in general. The stakeholders depend on their data, and they are deeply invested in the protection of that data. Now they have immediate validation that duplicated backups are completed on a daily basis, and this gives them the confidence that their data is safe and available when needed.



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