



Backup Management for a Global Security Software and Services Giant

Client Profile

The client is a leading security and information management software provider and one of the ten largest software companies in the world. Based in California with operations in over 40 countries, the client is part of the NASDAQ 100 and Fortune 500.

Client Context

The client is also the largest vendor of backup software in the world. The client is looking to target the services market for backup aggressively and one of the elements of that strategy is offering customers a cost effective offshore alternative for backup management.

The client was looking for an exclusive offshore vendor for backup services as part of their strategy.

Microland Approach

Microland started the engagement by drawing up a detailed RACI chart together with our client, which clearly defined the roles and responsibilities of each.

Our client would be responsible for all on-site activities, including account management, major changes and configuration management, while all offshore activities would be Microland's responsibility.

Microland also offers customers the flexibility of working with either Microland tools or with the customer's own tools for their backup management.

Microland also helped the client create a tool specifically for monitoring and management of backups

Key Deliverables

Level 1

- 24x7x365 proactive monitoring
- Tape media capacity management
- Fault and performance monitoring
- Escalation to Vendors
- Reporting

Level 2

- Remediation of Backup Failures
- Backup Client Management
- Install and Configuration of backup software
- Backup Job Management
- Periodic Restoration Drills

Level 3

- Backup Policy Design
- Root cause analysis for recurring failures
- Performance Analysis and Tuning
- NDMP Backup, SAN Backup and other advanced Backup Management

Benefits

- Microland works in flexible Service Windows
- Reduction of Vulnerabilities from 6% to 1.5% per host of total environment
- Microland commits to SLAs for Backup Success Rate
- Microland also commits to SLAs for Incident Management and Change Management and for Recovery Requests
- Regular Backup Status Reports