



OPERATIONAL RECOVERY REINVENTED

Client Profile

A leading supplier of test equipment for electronics with 3,000 employees worldwide.

Challenges

Prior to retaining the services of CBI, the client was operating multiple domains within the company's NetBackup system, which was in place to ensure operational recovery. One of the domains, a bi-product of a previous acquisition, was simply unnecessary. With the redundant domain came an additional administrative point, a second management team and, as a result, excessive cost.

In addition, the organization's network lacked standardization and optimization across the board. Employees were applying multiple versions of each IT product, some of which were outdated. As a result of operating outdated, inconsistent software, employees were not capitalizing on new features of the products, leading to inefficiencies and underproduction.

Solution

When initially approached by the client, CBI was engaged to combine the two domains in the current NetBackup system. However, acting as a consultant and trusted advisor, CBI performed an assessment of the overall business IT operations and the scope of the project quickly transformed.

The first step of the project was to perform a complex catalogue merge, combining the two domains within the company's current NetBackup—an undertaking that CBI is uniquely qualified to execute. Once this initial issue was addressed, CBI proceeded with a standardization program, implementing a program for consistent tape drives, software and products across the entire enterprise infrastructure and ensuring that all new hardware is purchased in a standard format. The standardization also helped the client to consolidate their backup policy, enabling the company to meet Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).

The final piece of the CBI solution was optimization. Because the system had now been standardized, the client was able to manage their IT infrastructure based on a policy as compared to a series of unique experiences...a significant stride toward optimization. In addition, CBI ensured that employees understood the features of the technology they use on a daily basis. This three-step approach reflects CBI's overall datacenter management philosophy: examine the RTO's and RPO's of the organization to determine optimal protection,

execute against the protection scheme and the operational recovery will naturally follow.

Results

The results for the client were immediate and powerful. Following the domain merger, the company was able to manage the system with fewer personnel resources, which relieved the database administrators to perform their primary duties instead of constantly backing up. The more efficient use of resources lowered costs and increased productivity. Faster backup and better use of advanced product features by employees also contributed to elevated productivity levels.

The organization is now able to provision new servers and storage with full protection in days; as compared to the weeks it would have taken the client prior to working with CBI. The consolidated console and simplified environment added an element of agility, giving the client the ability to pursue new trends in the industry and prepare for the future of IT. The CBI operational recovery transformation did more than merge two domains—it solved underlying business challenges that directly impacted the client's bottom line.

OVERVIEW

Industry	Solution
Supplier - Test Equipment	NetBackup

CBI Generated Results

- Reduced cost and increased productivity
- Agility to pursue industry trends and prepare for IT advances
- Ability to provision new servers and storage with full protection quickly
- Faster backup and improved use of product features

CBI CASE STUDY