cbi

IT Risk Management

Client Profile
An independent agency responsible for the safe and efficient operation of multiple air transportation hubs.

Challenges

When the client approached CBI, it had recently self-installed a new NetBackup system. It quickly became apparent that the default settings with which the product had been implemented were not meeting the clients' need for swift, efficient backup. The backup windows were being executed during operating hours, causing significant system slowdowns and hampering network communication. In addition to the inadequate settings, the agency maintains a massive multi-terabyte database, which alone can cause a sluggish environment.

The client was also employing inconsistent, erratic backup methods. The lack of standardization and, therefore, optimization led to significant inefficiencies within the environment. In an industry where speedy response times and protection from network failures is critical to the success of the business operation and the safety of passengers, the organization knew it had to make a change.

Solution

First and foremost, CBI's dynamic response capability delivered top IT talent to the client site immediately. Given the nature of the air transportation industry, this rapid response was critical in achieving the client's overall goals.

Armed with deep industry knowledge of the NetBackup process, CBI interpreted the people and process requirements that would make this new system a long-term asset. The CBI experts were able to customize the NetBackup system to ensure that the appropriate platforms were in place to meet the stringent time requirements. The customization ensures that the data is flowing to tape drives at optimal speeds, eliminating breaks in data writing by ensuring that multiple processes are reading and writing simultaneously—commonly referred to as "multi-plexing and multi-streaming". This consistent, rapid writing filled the tapes faster and reduced the overall time of the backup window.

This standardization of the backup process also helped the client to consolidate their backup policy, enabling the organization to meet Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO). Standardization allowed CBI to advance to its next objective: optimization. The clients' IT team was now able to manage the backup process based

on a cohesive policy as compared to the former unsystematic approach.

Results

The much-needed results were executed with unprecedented speed, efficiency and expertise. The reduction of the backup timeframe—a direct result of the consistent writing of data—decreased network downtown, mitigating significant compliance and safety risk while maintaining availability of additional systems and the bandwidth at which they perform. In fact, the CBI solution increased the backup time by an incredible four times. The faster backup also resulted in a faster network, ensuring enhanced employee productivity. By fulfilling airport IT requirements, the client also realized considerable cost avoidance.

The standardization and optimization of the NetBackup process created efficiencies and ensured that the process was consistently completed according to the client's policy. As a result of CBI's exceptional industry expertise, the agency is operating more efficiently with improved levels of productivity and diminished risk of costly downtime.

OVERVIEW

Industry	Solution
Transportation	NetBackup

CBI Generated Results
- Dynamic response & top talent ensured project success
- Increased backup time by four times
- Faster network enhanced employee productivity
- Standardization and optimization created efficiencies
- Preventing network downtime mitigated client risk

CBI CASE STUDY