

A global services outsourcing giant significantly improves efficiency and predictability of its backup environment

Reduces backup time by up to 80% and eliminates backup failures completely

About the Client

The client is a global IT services firm working with both public and private sector organizations managing their mission-critical business processes and the underlying IT systems. A FTSE 200 listed company, the client employs 140,000 employees across 39 countries.

Goals

TRANSFORMING THE BACKUP ENVIRONMENT WITH COMPREHENSIVE BACKUP SOLUTIONS

A number of business units of the client were facing varying challenges due to a complex and inefficient backup environment.

Each business units had its own backup environment. Hence the backup process encompassed various technologies, each requiring customized backup solution and processes for data restoration.

The throughput was extremely slow in many cases, with high memory reads over weekends and large data loads which the existing disparate backup environments were unable to deal with.

Slow throughput, large data size and high memory usage would often result in backup jobs running into business hours and causing slowdown of server performance or complete suspension of them. As a result, users would be unable to access critical resources such as emails archived on exchange.

Insufficient allocation of disk storage resulting from inaccurate assessment of data volume needed to be backed up, would often render quick restoration of data ineffective.

Above challenges would culminate in potential revenue loss for the client as their users won't be able to access critical servers and applications to carry out their daily activities. It would also pose a serious threat to compliance as regular backup of mission critical servers would be incomplete due to lack of storage and other issues.

Technology landscape

- Server management suit such as VMware vCenter
- Veeam technology, IBM Tivoli storage manager for data restoration and backup
- Commvault backup and recovery appliances
- Windows, Unix and Oracle based server and database environment
- Exchange CCR cluster with maximum nodes

Microland

DELIVERING END TO END BACKUP SOLUTIONS

We have proven capabilities in providing seamless business critical IT infrastructure services by leveraging our right-shore approach to service delivery. Our optimal combination of dedicated offshore resources provides round the clock support to onshore experts managing critical IT transformation and support engagements.

Transformation

CREATING AN EFFICIENT BACKUP ENVIRONMENT

We provided customized solutions to all the business units after conducting extensive due diligence and assessment of the diverse backup environment.

The important features of our solution included:

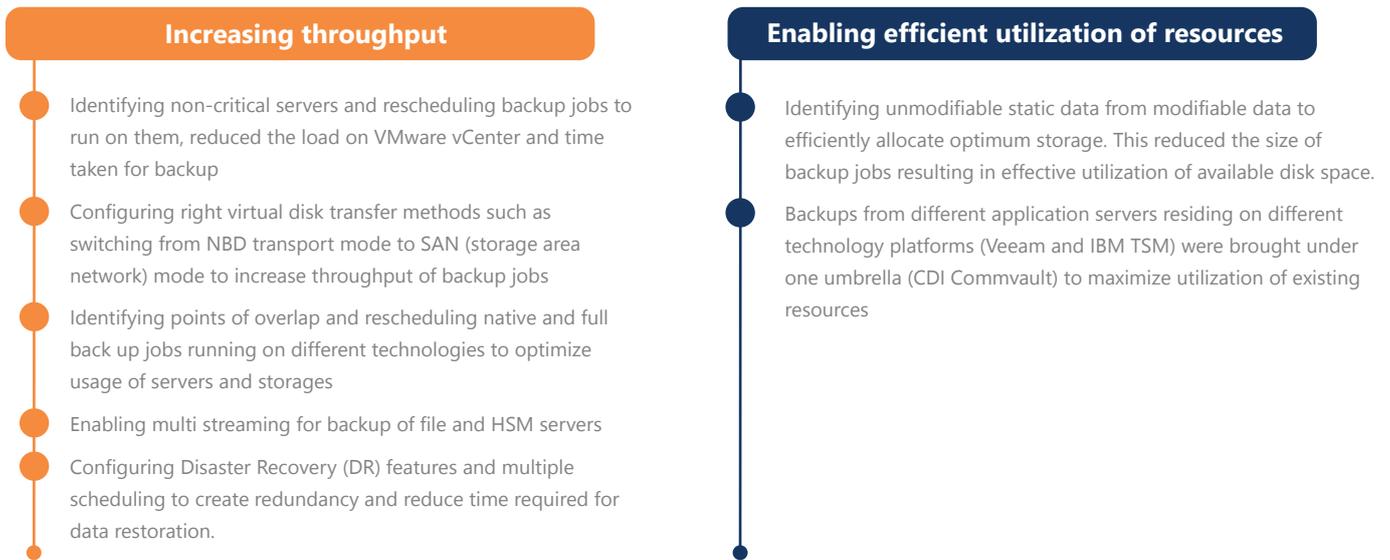


Figure 1. Important features of our solution framework

Outcomes

ENSURING SEAMLESS AND TIMELY BACK UP

In all instances, we significantly improved the agility and predictability of the backup environments.

Key benefits realized by the client include:



- Integration of different technologies into Commvault increased data retention period from 28 to 365 days, thus eliminating chances of compliance breach



- Improved throughput and ensured seamless user access to critical archived files and emails



- Reduction in size of backup jobs, optimized load balancing resulting in improved server performance and right mode of virtual disk transfer ensured time taken to run the jobs were significantly reduced. Some business units experienced as much as 80% reduction in time taken for completion of backup jobs

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

