A leading BPO-provider leverages Microsoft Azure to automate its backup environment on cloud for increased business agility

Improves performance by enabling application-consistent backups

About the Client

The client is one of the world's largest independent providers of integrated BPO services including analytics-driven back-office and customer-facing solutions that support the entire customer lifecycle. It employs over 30,000 professionals across more than 40 operation centers located around the world.

Goals

IMPLEMENTING EFFICIENT BACKUP SOLUTION FOR BUSINESS-CRITICAL DATA

The client's complex backup environment consisted of virtual machines (VM) carrying critical data and business applications deployed on Azure Cloud. As per the company's policy, the data on these VMs had to be backed up on a weekly and monthly basis, and the retention duration for critical data was more than a year. However, in the absence of a comprehensive backup solution, this was proving to be a challenge for the client. They required online cloud-based backup of data without any downtime of VMs or applications and a unified backup solution that could be deployed for VMs at different locations on Azure Cloud.

Complex Technology Backdrop of the Project

- Windows Server 2012 R2
- SCDPM – For backup of VMs in Azure
- Azure Backup Server – Backup of VMs and data on Azure
- Azure Vault – Storage for data backup and restoration

Transformation

ENABLING SEAMLESS BACKUP AND RESTORATION FOR SERVERS AND APPLICATION DATA ON AZURE

Microland leveraged its domain competence to implement Data Protection Manager (DPM) and Azure backup server with zero downtime. The products deployed were designed with best practices and recommendations provided as per Microsoft guidelines on Azure.

Microland adopted a three-phase approach to deploy and enable backup solution for servers and application data on Azure. Figure 1 highlights our services in each phase.
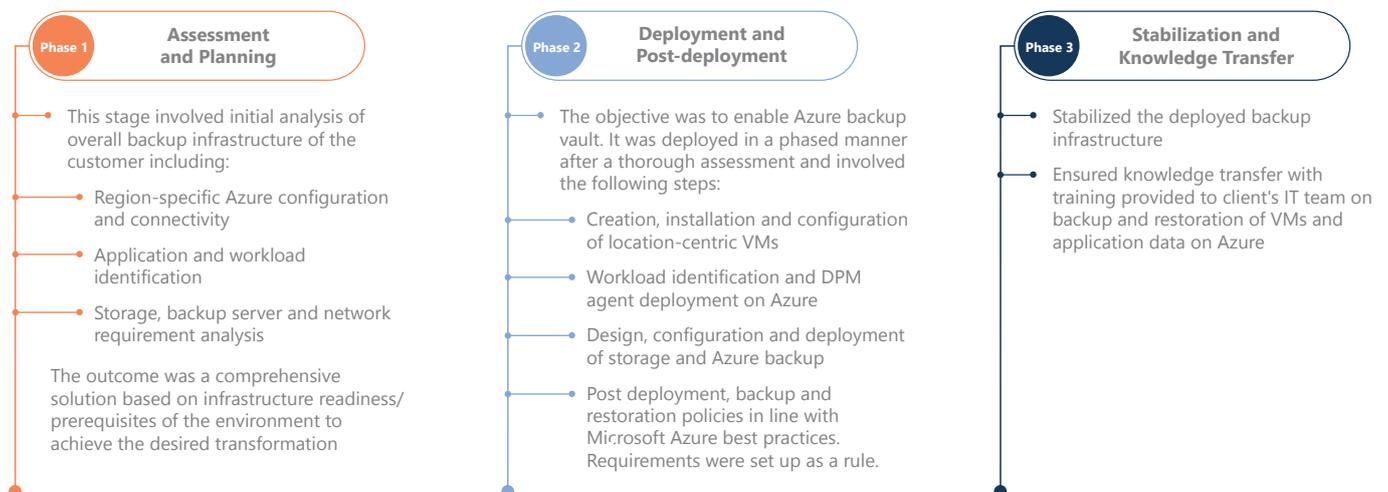
Phase 1 — Assessment and Planning

- This stage involved initial analysis of overall backup infrastructure of the customer including:
- Region-specific Azure configuration and connectivity
- Application and workload identification
- Storage, backup server and network requirement analysis

The outcome was a comprehensive solution based on infrastructure readiness/ prerequisites of the environment to achieve the desired transformation

Phase 2 — Deployment and Post-deployment

- The objective was to enable Azure backup vault. It was deployed in a phased manner after a thorough assessment and involved the following steps:
- Creation, installation and configuration of location-centric VMs
- Workload identification and DPM agent deployment on Azure
- Design, configuration and deployment of storage and Azure backup
- Post deployment, backup and restoration policies in line with Microsoft Azure best practices. Requirements were set up as a rule.

Phase 3 — Stabilization and Knowledge Transfer

- Stabilized the deployed backup infrastructure
- Ensured knowledge transfer with training provided to client's IT team on backup and restoration of VMs and application data on Azure

Figure 1: Three-phase backup solution

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AUTOMATING DATA BACKUP AND RECOVERY FOR ENHANCED PROTECTION

The overall engagement resulted in a more agile and efficient backup environment for the customer. The key outcomes were:

Highly agile backup environment

- Enabled automation-driven accelerated backup and recovery of virtual machines and data
- Ensured easy backup and restoration of large volumes of data through Azure backup vault

Predictability and consistency

- Enabled application-consistent backups to ensure consistency of recovered data
- Facilitated implementation of client's business critical data access policy with multiple recovery points and substantial retention period

Optimized cost and reduced complexity of the environment

- Eliminated third-party tools needed to backup non-Windows-based Azure VMs, as well as the need for any additional storage through the process of storage centralization

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.

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