

Case Study

Backup and Recovery Managed Services

Performing Ahead of the Curve

Solutions II



The Challenge



The Client experienced significant issues with uncertainty in their ability to restore mission critical data due to an average backup success rate of 70-75%. In addition, the client was contractually obligated to host backup data off-site for disaster recovery purposes. This required over 20 off-site hours per week for an IT administrator to facilitate media management. Failure to document off-site data or recover data when requested is considered a failure to meet stated service level agreements resulting in serious monetary consequences of thousands of dollars per instance.

The Solutions II Difference



Solutions II was engaged to assess the existing environment and perform the necessary upgrades and procedural modifications to leverage potential infrastructure enhancements that already existed in the environment. This resulted in a reduced Total Cost of Ownership in the environment and allowed the Client to dramatically reduce backup times while consuming significantly less network bandwidth. Solutions II was also able to improve restore times by storing more backup data on near-line storage versus waiting for tapes to mount and then restore the data. Utilizing these types of features also reduces condenses the amount of data sent off-site. The improved response times in the backup environment have resulted in a superior customer satisfaction level for the Client's customers.

The Ultimate Result

- ✓ **Increase in Backup Success Rate from 70% to over 95%**
- ✓ **Savings of 1200+ Hours of IT Administrative Time Off-Site**
- ✓ **58% Savings in Operational Costs**

“Solutions II mitigated our business risk while decreasing our operational costs by nearly 60%! They have experience you can trust and their partnership is something we count on!”

To find out how to put “green” back in your IT and keep your organization “Performing Ahead of the Curve”, contact us at:

www.SolutionsiiServices.com
(800) 245-2156