

Dimension Data's Backup and Recovery Assessment

The challenges you face

The need for robust backup and recovery systems has never been more pressing. Data growth continues unabated and according to the IDC, the amount of data created and replicated globally in the form of e-mails, instant messages, documents, images, videos and social networking will exceed 35 trillion gigabytes by 2020. To complicate matters further, corporate governance and industry legislation have made executives liable for the security of their corporate information, forcing them to provide evidence of due care and diligence regarding how data is stored. At the same time, virtualisation and cloud computing are reshaping the face of business. While these initiatives hold the promise of greater efficiencies and cost savings, consideration needs to be given to how they affect and the security and integrity of an organisation's data.

For these reasons, backup and recovery is something that CIOs need to put very firmly on the corporate agenda.

Questions to consider

- Are you able to meet your recovery time and recovery point objectives?
- Which new technologies are appropriate for your organisation?
- What is your backup success rate against service levels?
- When will you exhaust your current media capacity?
- How does virtualisation affect your backup practices?
- Are your backup administrators overburdened?
- Are you getting the most from your investment?

Dimension Data's Backup and Recovery Assessment follows a process of Discovery, Analysis and Recommendations across the three key areas of the backup and recovery environment.

Business: Service levels and business unit needs

Infrastructure: Technology and architecture

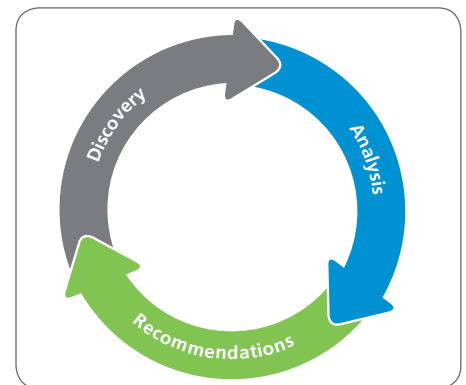
Operations: People and processes

Discovery. In the Discovery phase, Dimension Data gathers extensive data through a series of interviews, workshops, questionnaires and automated data gathering covering tools. The scope of this exercise covers areas such as media usage, backup job status and slow client identification, current documented service levels and business needs. We interview both your IT and business units to uncover all aspects of your operations where effective data protection and recovery practices are essential.

Analysis. Our consultants analyse your current requirements and forecast future needs, perform a gap analysis against Dimension Data and industry best practice, and identify and prioritise areas for improvement. For example, failed jobs are investigated for root cause, such as performance bottlenecks, and remediation plans are formed. By looking at your virtualisation goals, data types and volumes we evaluate new technology, such as de-duplication, tiered recovery, and cloud-based services, for suitability to your environment.

Recommendations. Dimension Data provides both a comprehensive written report as well as a presentation of our findings and recommendations.

Findings	Performance, failed jobs, slow clients, media usage, success rates, growth rate
Recommendations	Architecture blueprint, process improvements, training
Investment Schedule	ROI/TCO
Implementation Schedule	Project Plan



problem clients for usispsvbk01

	Failing	Slow Large	Long-running	Overall
usispsyfs01	•	•	•	•
usispsvsq101	•	•	•	•
usispsvffax01	•	•	•	•
ddweb4	•	•	•	•
usispsvsec	•	•	•	•
erpdb	•	•	•	•
usispsvlcsds01	•	•	•	•
qa-e-procurdb	•	•	•	•
usispsvlmtel01	•	•	•	•

Benefits to you:

Reduced risk

- Improve the ability to recover from data loss
- Reduce the amount of potential data loss
- Ensure mission critical data is recoverable

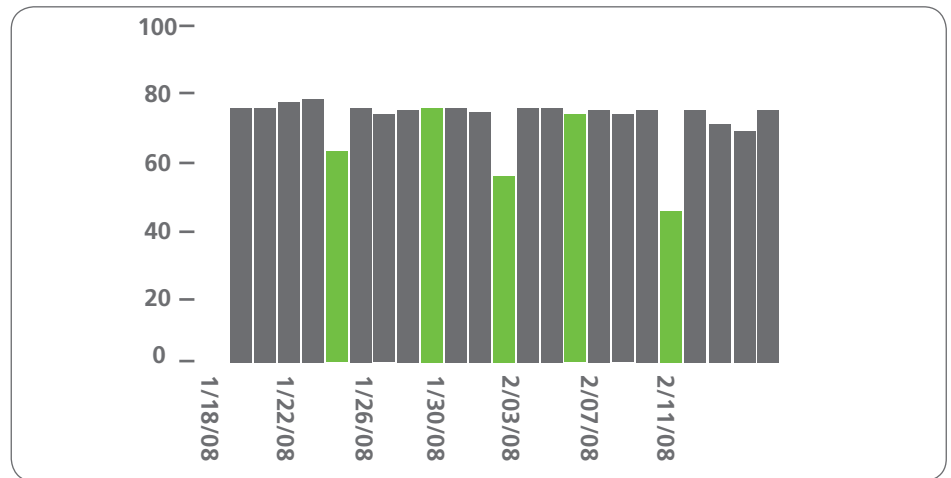
Return on investment analysis to justify investment schedule

- Architecture that will scale to meet the growth in business needs

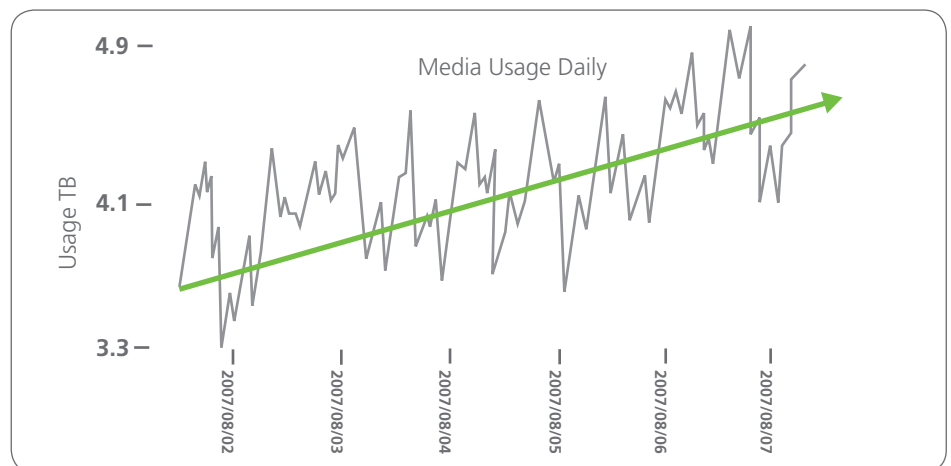
Improved service levels

- The ability to identify the benefits of new technologies
- Improved and agreed service levels
- Match IT delivery capabilities to business expectations
- Ensure that business-critical information is protected
- Improved work environment for administrators
- Documented processes that meet business needs
- Optimised staffing levels and skill sets
- End-to-end visibility of operations today and in the future
- Tested, reliable recovery capability

Example of Deliverables: Daily Success Rate for Last Month



Projected Growth



Dimension Data's Assessment Process

discovery	analysis	recommendations
Business requirements <ul style="list-style-type: none"> • SLA • Critical data and risks • Regulatory compliance 	Business expectations <ul style="list-style-type: none"> • Current SLA performance • Data classification • Support of growth • Reporting 	Business alignment <ul style="list-style-type: none"> • Agreed service levels • Protection aligned to data value • Controlled costs • Consolidated dashboard
Technology capability <ul style="list-style-type: none"> • Performance limitations • Capacity constraints • Bottlenecks 	Technology evaluation <ul style="list-style-type: none"> • Optimum price/performance • Scalability • Reliability • Risk reduction 	Technology enhancement <ul style="list-style-type: none"> • Upgrade • Replace • Roadmap
Operational goals <ul style="list-style-type: none"> • Recoverability • Process and procedure • Skills 	Operational process <ul style="list-style-type: none"> • Best practices • Documentation • Skills and capacity 	Operational changes <ul style="list-style-type: none"> • Documentation • Training and staffing levels • Test and verify