

Proactive support services Configuration Archive

Reduce repair times and configuration errors with effective configuration backups

Dimension Data's Configuration Archive Service provides automatic configuration backups to eliminate the risks associated with configuration errors.

Business Outcomes

- Reduce the number of configuration errors
- Speed up onsite device replacement
- Gain access to configuration archives for analysis
- Improve security and compliance posture

Challenges

Has your organisation experienced failures due to configuration errors? Or have you lost valuable restore time in the proverbial 'haze of battle', attempting to regenerate a previous configuration? Have you attempted to locate the configuration error in a network of thousands of devices - each one connected - but with only one not configured correctly? Do you need to ensure that your configurations are in line with the latest security and compliance protocols?

Solution

One of the most effective ways of ensuring that configuration repair time is cut short, is to have access to a backup of the last known good configuration file. With our Configuration Archive Service, we provide you with automated configuration backups that include the two most recent configurations. With our Service, there's never a need to reconfigure a system or device from scratch, or deal with the associated errors. Access to an archive of your latest configurations can deliver faster repair times, and reduce security and compliance risks.

One of the most common causes of downtime is configuration errors. One of the best ways of minimising the impact, when they occur, is to have two of the last known good configurations archived. An engineer can compare the running configuration with the two archived configurations, identify the error, and get you up and running again, much faster.

With our Configuration Archive Service, we will ensure that your configuration files are backed up daily, and the backup compared with the most recently stored versions. If the files are identical, we discard the most recent backup. If they are different, then the new file becomes the most recent backup, and the previous version becomes 'current minus one'. As we ensure the number of versions is always kept to two, the most recent configuration file is always on backup, with the previous 'minus one', always available, in the event of a failure.

'Organisations need to deliver IT more efficiently: Leveraging external partners, coupled with new automation technologies, can help drive efficiencies in IT operations as well as align IT and business objectives more effectively.'

Using Automation to Drive Transformation, IDC Infobrief, sponsored by Dimension Data, August 2016.

Additional Proactive support services

Configuration Archive is a member of our Proactive support services portfolio. Our Proactive support services accelerate IT optimisation and ensure that your technology is delivering all that it can.

Our IT **Asset Tracking and Analytics** discovers your asset data and transforms it into actionable information to make informed infrastructure decisions. We recommend combining Configuration Archive with our Asset Tracking and Analytics Service to gain both additional operational efficiencies and support optimisation of your infrastructure.

Additional Proactive support services you may wish to consider include:

Annual Version Updates helps you standardise on vendor updates for infrastructure under contract with us.

Availability and Capacity Monitoring provides active polling and threshold monitoring of your assets to diagnose and resolve incidents faster.

Technical Account Management assigns a senior engineer who understands your operations, monitors and tracks your support needs and service requests, troubleshoots issues, and identifies opportunities to improve availability.

Service Delivery Assurance assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

Proactive Problem Support reviews service incidents and proactively identifies potential problems that can result in future downtime.

MACD Support fulfils standard move, add, change, and delete requests, relieving your team of these routine functions.

Third Party Incident Coordination delivers end-to-end incident management support for service incidents involving other providers, on your behalf.

IT Service Integration integrates your existing service management system with ours, to automatically exchange task information.

The Dimension Data Advantage

Our Configuration Archive Service provides quick and easy access to archived configurations backed up daily to deliver the support you need to accelerate repair time, reduce risk, increase security, and adhere to relevant regulatory and compliance standards.

Our portfolio of Proactive support services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors. We can proactively handle many of your standard IT processes freeing up valuable staff and management time to devote to innovation.

‘Automation helps to lower risk, improve agility, increase cost savings, reduce human error, and, most importantly, it frees expensive resources to focus on more strategic and innovative projects.’

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