



## Meeting Backup Duplication Requirements and Corporate SLAs.

### OVERVIEW

**Backup Duplication Report enables the IT team to meet SLAs, fortify the company's data protection efforts, and save time and money**

Data protection policies at a prominent upscale luxury brand retail company required triple backups, and IT staff were required to verify that these were completed successfully. But such verification was a time-consuming, manual process. With Veritas APTARE Backup Manager, the reporting process is now automated. The Backup Duplication Report shows that all backups are completed for all copies of data, enabling the IT team to regain hundreds of hours in productivity, and saving the retailer tens of thousands of dollars a year.

### BACKUP REPORTING TOO ONEROUS WITH NATIVE TOOLS

Previously, the company could not validate that pertinent data was successfully backed up according to the company's data protection policies. According to a service level agreement (SLA) established by the company's executive management, data must be backed up locally and then replicated to two off-site facilities.

The IT team could not substantiate the integrity of these backup copies with the native tools and reports in the backup software. While the backup software showed the status of any individual job, there was no way to associate all of the jobs and copy jobs together within a single report. Consequently, concerned stakeholders from across the organization frequently asked the backup administrators to perform ad hoc backup tape verifications, a result of a lack of confidence that all three copies had been created properly.

The backup administrators tried to validate backup images and duplications through their backup management tool, but limitations in the tool meant that they had to manually search for an image ID and then correlate that information with other backup reports to determine exactly what data was

### ORGANIZATION PROFILE

Industry: Retail

### KEY CHALLENGES

- Corporate SLAs require three copies of all data backups
- Backup solution did not provide reporting capability to validate backup duplications
- Lack of confidence in the backup process across the company
- Backup administrators spent 15 hours per week validating backup duplications for stakeholders

### SOLUTION

The retailer deployed Veritas APTARE Backup Manager across all their data centers to obtain visibility across their entire backup environment and automated and accurate reports on backup status, backup completion dates, expiration dates, backup policy names, locations of duplications, media type, and storage unit names.

### BENEFITS

- Delivers daily confirmation that all backup duplicates are completed successfully
- Eliminates 15 hours per week spent on tape validation by backup admins
- Provides productivity gains of 700 hours per year, saving more than \$50,000 annually
- Proves to executive management that IT team SLAs are met
- Strengthens stakeholder confidence in backup duplication process
- Improves trust in the IT team across the company

actually on the tape. With each report instance taking about an hour, administrators found that creating reports for all the IT department's internal clients on a daily basis was impossibly time-consuming and cost-prohibitive.

"It became clear immediately upon engaging with the client that they needed an automated reporting process to accompany and work with their backup system to confirm that duplications were successfully created," said Rick Clark, CEO of APTARE (a Veritas company). "Administrators needed a reporting mechanism and central repository that stored essential details such as dates and locations."

According to the retailer, the Veritas APTARE Backup Duplication Report alone represents more than 700 hours per year of productivity gains for the IT team, which translates to more than \$50,000 annually.

### **DELIVERING AUTOMATED AND ACCURATE BACKUP REPORTING**

The major luxury retailer deployed Veritas APTARE Backup Manager across all their data centers, creating unparalleled visibility throughout the entire backup environment. Now, instead of manually capturing backup success rates across data lifecycles, backup administrators are able to design and deliver automated and accurate reports. Only a couple of minutes are needed each day to review the Backup Duplication Report and validate that all backups and copies have been completed successfully. At the same time, APTARE IT Analytics reports identify any issues with backups or duplications, so admins can take immediate action to troubleshoot and remediate.

APTARE IT Analytics correlates all backups with the associated duplications, and the automated backup duplication report provides all the required details including backup status, backup completion dates, expiration dates, backup policy names, locations of duplications, media type, and storage unit names for all three copies—all in one easy-to-read report. In addition, the backup duplication report is made available directly to the IT team's internal clients, eliminating the need for stakeholders to request tape verifications from the backup administrators.

Utilizing the APTARE Backup Duplication Report eliminated the 15 hours per week spent by the backup administrators in response to tape validation requests. According to the retailer, the report alone represents more than 700 hours per year of productivity gains for the IT team, which translates to more than \$50,000 annually.



## MEETING CORPORATE SLAS AND BUILDING CONFIDENCE IN IT

Meeting corporate SLAs with regard to the backup duplication requirements is one of the top priorities of the company's backup managers and administrators. Prior to APTARE IT Analytics, there was no way for IT to prove all copies were backed up successfully, and no way to run a full report to prove the SLAs have been met. With APTARE IT Analytics, the retailer's corporate executives have a definitive confirmation that the company's rigorous data protection objectives as well as regulatory compliance obligations are being met.

The APTARE Backup Duplication Report also produces a higher level of confidence across the company—in the reliability of the backup process and also in the IT team in general. The stakeholders depend on their data, and they are deeply invested in the protection of that data. Now they have immediate validation that duplicated backups are completed on a daily basis, and this gives them the confidence that their data is safe and available when needed.

### FOR MORE INFORMATION

Please contact your local Veritas Sales Representative or Business Partner, or visit

[Veritas APTARE IT Analytics](#)

### ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies is a global leader in enterprise data management – our software and solutions help organizations protect their mission-critical data. Tens of thousands of businesses, including 97% of Fortune 100 companies, rely on us every day to back up and recover their data, keep it secure and available, to guard against failure and achieve regulatory compliance. In today's digital economy, Veritas delivers technology that helps organizations reduce risks and capitalize on their most important digital asset – their data. Learn more at [www.veritas.com](http://www.veritas.com) or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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