

BROCADE BACKUP AND RECOVERY SERVICES



PROFESSIONAL SERVICES

Improving Data Backup and Recovery

HIGHLIGHTS

- Leverages in-depth Brocade expertise and best practices for planning and implementing enterprise backup and recovery solutions
- Enables faster and more reliable data distribution to remote locations
- Provides Tivoli Storage Manager (TSM) and VERITAS NetBackup expertise
- Frees up technical staff to focus on strategic activities

Corporate data is growing at a dramatic rate. Databases are doubling— sometimes tripling— every 12 months, while IT resources remain unchanged. Internet applications and global business practices have established the 24-hour business day, severely restricting the amount of downtime available to perform regular data backup procedures.

Not long ago, backing up business data was a simple process. Backup tapes were trucked offsite each night, while a backup administrator ensured that the software and hardware environment was kept up and running. In the event of a recovery effort, tapes were trucked back to the site, loaded into tape drives, and accessed by the backup administrator.

Today, backup and recovery is very different. The practice of backing up and recovering data has evolved into a complex, demanding discipline requiring continuous information, adherence to regulatory compliance, and the need for networked data centers. As a result, many companies are not able to maintain processes that assure the degree of protection and

recoverability they need for their growing data, much less do so efficiently.

Brocade® Backup and Recovery Services provide a comprehensive solution to these challenges. The services include:

- Brocade Backup and Recovery Workshop
- Brocade Backup and Recovery Assessment and Design Services
- Brocade Backup HealthCheck Services
- Brocade Backup and Recovery Implementation Services
- Brocade TSM Reporting Tool Services

BROCADE BACKUP AND RECOVERY WORKSHOP

The Brocade Backup and Recovery Workshop helps organizations design their backup and recovery strategies for today and the future. This one-day session is designed to educate organizations about their backup challenges, assess their ability to recover in the event of a disaster, and improve the reliability and scalability of their backup and recovery infrastructures.

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This service includes the following activities:

- Prior to the engagement, Brocade experts will discuss key challenges in order to tailor the workshop to specific requirements.
- Brocade will meet onsite with IT staff and discuss relevant issues pertaining to the business and technical environments.
- Potential workshop topics include industry trends in disk, tape, and software technologies; applying best practices; maximizing the use of existing resources; and utilizing tools to help optimize the data center, SAN, mainframe, and/or file management environment while reducing administrative effort.

BROCADE BACKUP AND RECOVERY ASSESSMENT AND DESIGN SERVICES

The Brocade Backup and Recovery Assessment and Design Service is designed to provide end-to-end evaluation of backup and recovery requirements, enabling Brocade to design an effective backup and recovery solution that meets specific requirements.

This service includes the following activities:

- A Brocade expert will meet onsite to align business objectives to storage management challenges—identifying backup and recovery objectives based on business, operational, and functional requirements.
- Brocade will identify the critical dependencies between the business plans, applications, and technical resources.

- Brocade will review the applications and system resources, interview functional managers, and gather all the data required for analysis and solution design. Brocade will analyze that information by leveraging unique tools and best practices for defining current backup requirements and predicting future needs.
- Brocade will design a backup and recovery solution, and recommend an optimum configuration that includes software, hardware, and services for a best-in-class solution.

BROCADE BACKUP HEALTHCHECK SERVICES

The Brocade Backup HealthCheck Services for Tivoli Storage Manager (TSM) and VERITAS NetBackup environments provide insightful analysis of how backup processes are performing from both an operational and a resource-usage perspective. This service—including data collection, analysis, and recommendations—can help backup administrators proactively manage and improve their TSM and NetBackup environments—at minimal cost and with little or no disruption to their environments.

This service includes the following activities:

- A Brocade expert will utilize specialized analytical software to collect data from the backup environment.
- After analyzing the data, Brocade will provide reports and present the findings.
- Brocade will explain the results of the analysis and offer recommendations to improve operations in the backup environment.

BROCADE BACKUP AND RECOVERY IMPLEMENTATION SERVICES

The Brocade Backup and Recovery Implementation Service is designed for organizations that want Brocade to install, integrate, test, and implement backup and recovery solutions for TSM and NetBackup environments. Brocade experts provide comprehensive project management, ensuring that best practices are followed, data recovery is thoroughly tested, the backup environment is well documented, and IT staff are prepared to assume responsibility for the project.

This service includes the following activities:

- A Brocade expert will provide the project planning and integration expertise to coordinate different project resources, including vendors.
- Brocade will ensure that all solution components are tested and fully functional prior to shipment. After all components of the solution are installed, Brocade will help integrate them into the IT environment.
- Brocade will help create a comprehensive test plan that verifies the functionality of the backup and recovery solution.
- Brocade will create procedural documentation for operational and training purposes.
- Brocade can also develop a comprehensive training program that transfers all vital information about the operation of the backup solution to the IT staff.

BROCADE TSM REPORTING TOOL SERVICES

The Brocade TSM Reporting Tool Service is designed to provide daily monitoring and reporting for TSM instances. During the contract period, Brocade provides tools and consulting services to help monitor (but not manage) TSM environments by utilizing specialized Brocade software.

This service includes the following activities:

- A Brocade expert will upload the TSM Monitoring Services tool to a customer-provided server.
- Brocade will collect data, perform analysis, deliver reports, and make recommendations where appropriate.
- The Brocade reporting tool will collect, analyze, categorize, and tabulate daily information from the TSM instances. This data will provide a detailed view of the TSM environment, including administrative events and exceptions categorized by severity.
- During the contract period, Brocade will provide support for the reporting tool, addressing issues as they arise.

MAXIMIZING INVESTMENTS

Brocade and its partners offer complete data management solutions to meet a wide range of technology and business requirements. These solutions include education and training, services, and support to help optimize data management investments. For more information, contact an authorized Brocade sales partner or visit www.brocade.com.

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