

BROCADE NETBACKUP HEALTHCHECK SERVICE



PROFESSIONAL SERVICES

Proactively Manage and Optimize NetBackup Environments

HIGHLIGHTS

- Enable the high-quality administration that VERITAS NetBackup requires
- Gain a reliable perspective of demand versus capacity
- Help ensure that backup and retention policies are valid and up to date
- Improve the utilization of existing staff and system resources

Today's IT organizations face a wide range of challenges in their data backup environments. The data used to run today's corporations is growing at a dramatic rate while IT resources and budgets often remain unchanged. In addition, the need for 24x7 data availability has significantly restricted the amount of downtime allowed for data backup processes.

Any organization responsible for managing a VERITAS NetBackup environment must overcome common problems associated with enterprise backup requirements. From failed backups and insufficient backup windows to tape drive and library management issues, keeping a backup infrastructure running smoothly can challenge even the most experienced organization. With proper maintenance and fine-tuning, however, even a troublesome NetBackup environment can be brought back under control.

Leveraging experience gained from years of performing NetBackup implementations,

Brocade® has developed a comprehensive service to analyze the overall state of NetBackup environments. The Brocade NetBackup HealthCheck Service includes data collection, analysis, and best-practice operational recommendations that enable organizations to proactively manage their NetBackup environments—at minimal cost and with minimal disruption to their operations.

BROCADE NETBACKUP HEALTHCHECK OVERVIEW

The Brocade NetBackup HealthCheck Service provides an insightful analysis of how NetBackup processes are performing, from both an operational and a resource utilization perspective. Using specially designed analytical software, Brocade consultants collect and analyze NetBackup data, then present their findings. During this presentation, they explain the results of their analysis and offer recommendations to improve the NetBackup environment.

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A Brocade NetBackup HealthCheck typically covers the following topics:

- Tape drive resource usage
- Tape media usage and management
- Library utilization and management
- Backup/restore summaries
- Clients at risk
- Media server and client workloads
- General configuration and deployment analysis

A UNIQUE APPROACH

At the heart of the Brocade NetBackup HealthCheck is a proprietary software tool that queries the NetBackup master servers and log files, providing detailed data for the service engagement. As part of this service:

- Brocade experts will collect and analyze data about the NetBackup environment.
- Brocade will interview NetBackup administrators and produce a report about the overall state of the NetBackup environment, including recommendations for optimization.

Figure 1.
A Brocade NetBackup HealthCheck generates graphical representations of operations, such as tape drive utilization.

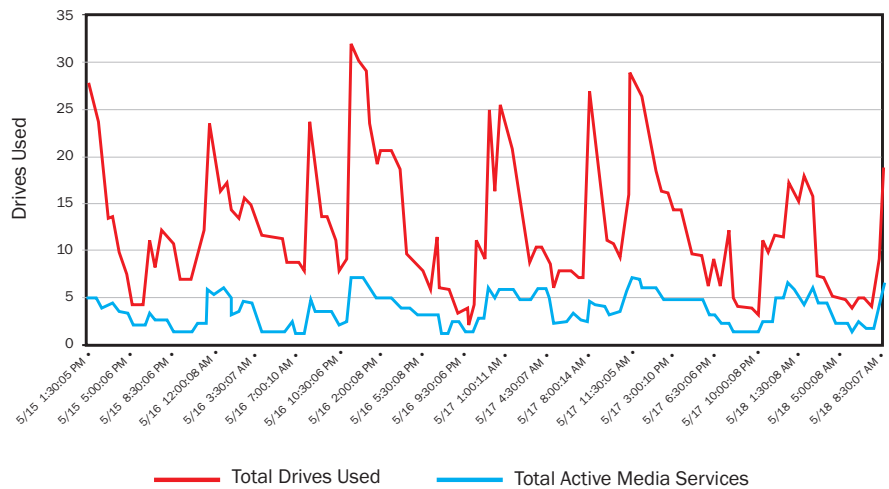
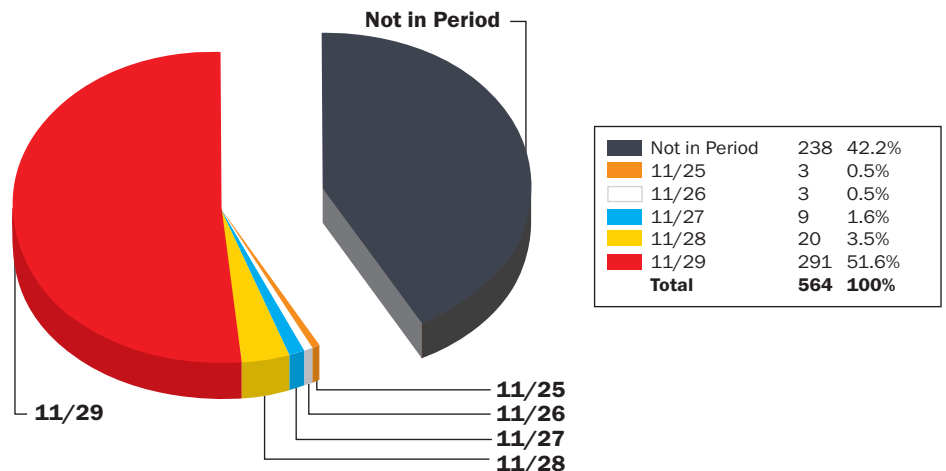


Figure 2.
This chart indicates that 238 client/classes were not backed up successfully in a 2-week sample period, a high number that might prompt further investigation.



- Brocade will present the findings and discuss the analysis and recommendations with the NetBackup administration team. These discussions are an integral part of the service, because they help educate IT staff about the intricacies of managing and fine-tuning NetBackup.

CLEAR AND USEFUL FINDINGS

Results of the NetBackup HealthCheck include analysis and recommendations in the following areas:

- Operating parameters defined for the NetBackup server per best-practice strategies
- Client backup and retention policies
- Media management—which NetBackup clients consume the most tape storage and how the tape cartridges are being utilized
- Identification of errors and recommended actions
- Optimization of NetBackup administrative events and event reporting
- Tape duplication, ejected media and disaster recovery analysis and recommendations
- Correct sizing of the NetBackup tape library and tape drives to reflect current usage and growth

THE NETBACKUP HEALTHCHECK ENGAGEMENT

Brocade offers the NetBackup HealthCheck as an annual, semi-annual, or quarterly engagement, depending on an organization’s particular needs. During each engagement, Brocade will analyze NetBackup data from multiple

master servers and log files, and deliver a comprehensive analysis, including recommendations.

The NetBackup HealthCheck requires Brocade personnel to be onsite for two to four days, during which time they will interview NetBackup administrators, operators, and data center management to understand the environment, backup growth expectations, and current issues. Using proprietary software, Brocade consultants will also gather detailed NetBackup system information for use in developing analysis and recommendations.

Equipped with their data and findings, Brocade consultants will work offsite for approximately two weeks in order to formulate recommendations and develop a complete report and presentation. The detailed findings and recommendations will be delivered in a written report and discussed with administrators and executive management in an extensive onsite meeting.

In the case of semi-annual or quarterly NetBackup HealthChecks, Brocade will also compare data from previous engagements and identify operational differences.

FIELD-PROVEN EXPERIENCE

As the storage networking expert and a leader in VERITAS NetBackup implementations and operations, Brocade has performed numerous NetBackup installations, assessments, optimizations, health checks, and monitoring engagements across IT platforms and environments. As a result, Brocade consultants have experienced NetBackup’s power and can help optimize this unique platform.

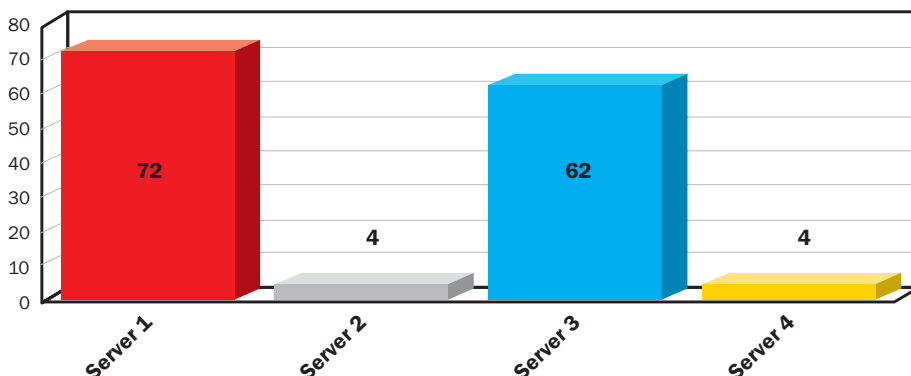


Figure 3. In this case, Server 1 and Server 3 appear to be experiencing the most media errors, and might need to be examined for configuration errors.

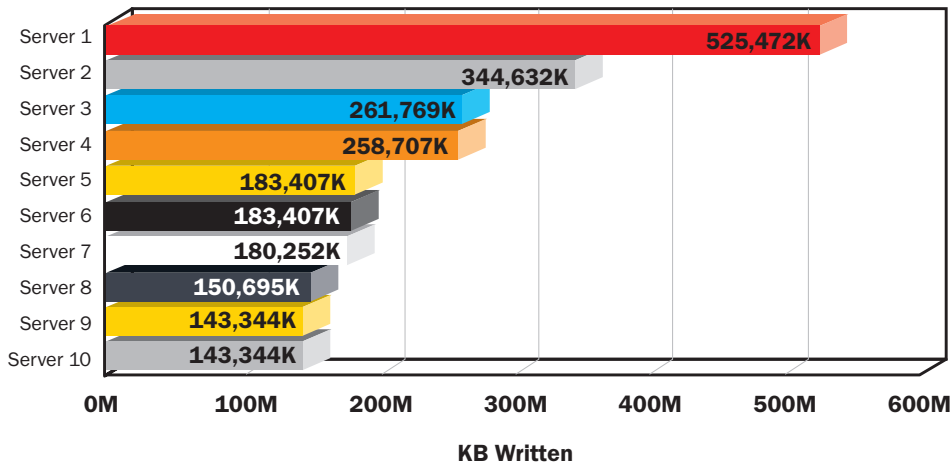


Figure 4.

Servers that routinely back up large amounts of data (such as Server 1) are strong candidates to become SAN media servers.

Brocade has the professionals, knowledge, and service programs to help:

- Analyze key objectives and resources
- Bridge knowledge and resource gaps
- Streamline the IT decision-making process
- Accelerate the process for implementing strategies, systems, and procedures
- Free up IT resources for other strategic tasks
- Recommend the right solutions and best practices to help streamline operations
- VERITAS Volume Manager installation
- VERITAS File System installation
- VERITAS Cluster Service installation
- Brocade Fibre Channel switch integration

MAXIMIZING INVESTMENTS

Brocade and its partners offer complete data center 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.

RELATED SERVICES

In addition to the Brocade NetBackup HealthCheck Service, Brocade offers the following related services:

- NetBackup monitoring services
- NetBackup remediation services
- NetBackup integration with SANs, including design, integration of equipment/software, and project management

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