

# 4sl Group

*Improving the efficiency & effectiveness of IT services*

**Managed Backup Service**

# About 4sl Group

- Founded in 2007 and privately owned.
- Debt-free since foundation.
- Independent professional services firm with no agenda for product.
- Specialists in Data Protection services and IT Service Management.
- Management team have 80 years client-side experience of running IT functions in Financial Services.
- Achieved 78% revenue growth p.a. over the last two years.
- 60 staff.
- Offices in London, Lisbon, Houston, Chennai and Singapore.
- Clients include BP, Barclays Capital, Citi, Commvault, Deutsche Bank, EMC, Fidelity, HSBC, HP, Investec, RBS, Thomson Reuters, UBS and Unilever.

# Why use a Managed Backup service?

24x7 remote management of an on-premise environment is an effective way of reducing cost, mitigating the risk of data loss and improving operational performance.



## CIO & IT Director Pain Points:

- Security 55%
- Cost 47%
- Data Management 40%

Source: IDC Survey Q4 2008, Sample Size = 956

**Gartner.**

- “SMBs should consider providers for rapid implementation of solutions without heavy upfront spend in technology or internal expertise”
- “Enterprises should consider service providers for remote office PC backup if professional IT support is limited”

# Case Study: Investec

## ■ Business Goals

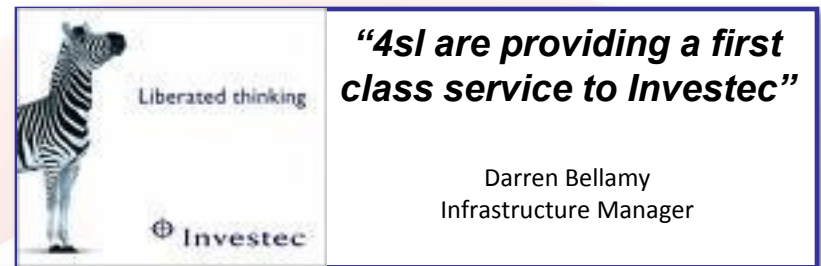
- Meet audit & compliance requirements around data protection
- Provide early morning manage reports on backup status
- Deliver a cost effective service

## ■ Client Requirements & Objectives

- High levels of backup success
- Standardization & advanced reporting
- Robust Change Control
- Reduction in OPEX

## ■ Solution Characteristics & Benefits

- 24 x 7 x 365 service
- Clearly defined service levels
- 99.99% backup success
- Advanced reporting through 4sl Reportal including a 07:30AM status report daily
- Mature change control implemented via 4sl software with full audit trail

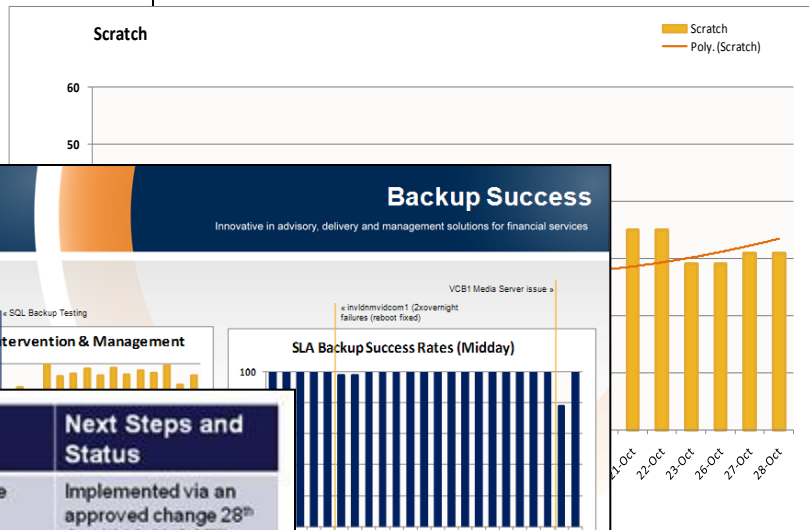


# Case Study: Investec

- Standard Reporting
- Enhanced via 4sl RePortal
- Change reporting

PERIOD: To 27th November 2009 backup window

Total number of NetBackup Jobs that Ran: 739 (a significant number of SQL log backup related jobs has increased this to over 700)  
 Total Failures in Window: 19  
 Failures Re-Ran successfully in Window: 1  
 Failures Due to Testing/Other: 18 (SQL backup testing in PAT policies)  
**Backup Success Rate for the Period: 100%**



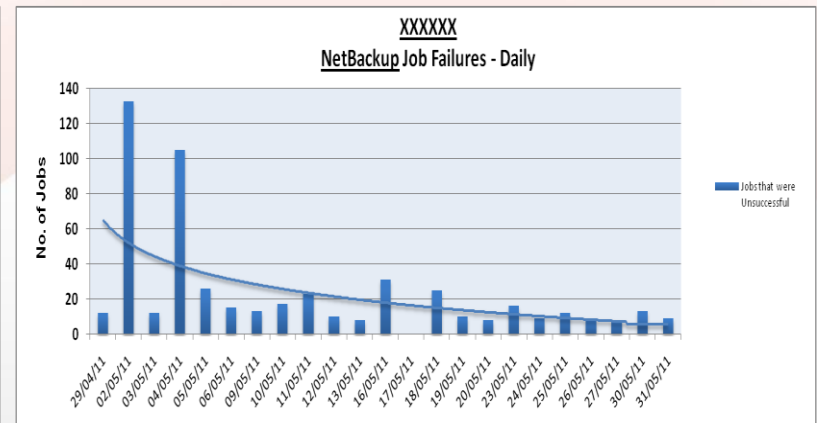
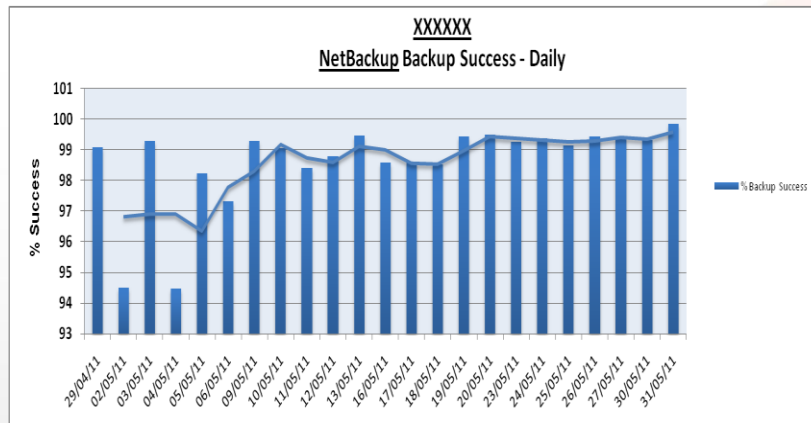
was Re-Ran successfully

ov 27 5:26  
 ov 27 5:26  
 ov 27 2:26

Ref	Item	Details	Next Steps and Status
0001	Verbose Settings	4SL recommendation to [redacted] to reset some verbose settings in the NBU environment	Implemented via an approved change 28 <sup>th</sup> Oct 2009 <b>CLOSED</b>
0002	4SL Change Control Software	To be implemented on the new environment once the migration is complete and the environment is stable	Awaiting migration
0003	Reporting	Request from [redacted] to add backup failures to the over-running backups report.	Added <b>CLOSED</b>
0004	Maintenance	Reboots of backup servers need to be in defined maintenance windows if possible	Document and discuss with [redacted]

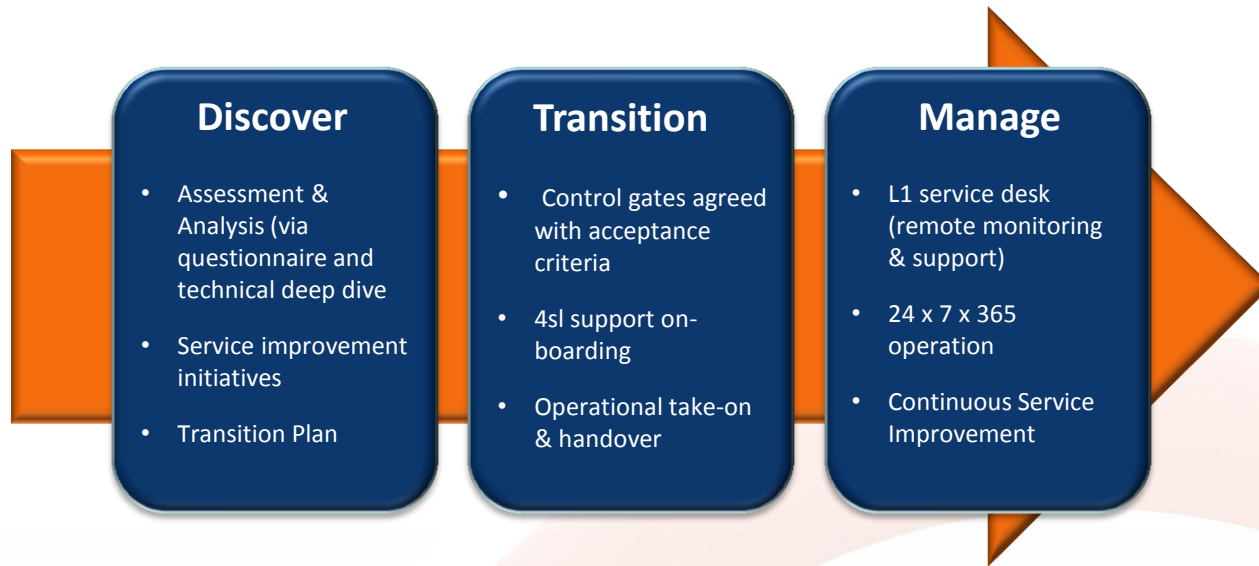
# Case Study: Global Oil Major

- 7,000 servers currently under management with a further 3,000 planned for Q3 2011.
- Main datacenters in UK (1) and USA (2) with a further 189 data rooms and small sites across 12 countries.
- Predominantly NBU environments but Legato, TSM, Arcserve and Backup Exec domains also under management.
- 6 month Transition to the 4sl managed service team.
- Example of backup performance improvements with a recent transition below.



“The 4sl team are a safe pair of hands, with more in-depth capability than the one I have internally”  
Service Director – Large Outsourcing Company

# Take-on approach



- Discovery phase typically includes:
  - Two-day initial workshop
  - 4sl granted access to backup domains
  - Review of configuration, capacity & processes
  - Build output into Detailed Transition Plan
- Transition phase execution via control gates (pre-requisite milestones requiring sign off)
- Operational take-on to fully managed service typically completed in 2 months (operational in 1 month)

# Example Transition Plan

		Feb-11 (31st Jan)				Mar-11				Apr-11				
Step	Activity	Notice 31st	Notice 7th	Week1 14th	Week2 21st	Week3 28th	Week4 7th	Week5 14th	Week6 21st	Week7 28th	Week8 4th	Week9 11th	Week10 18th	Week11 25th
1	Discovery (logon disc, process review, capacity)	START												
2	Project Plan Creation													
3	Lee Denham - AMDC (local discovery and transition)													
4	Archie Maddocks - AMDC (local discovery and transition)													
5	FTE1 - Baseline (Technical Lead/Manager UK) L4					gt/jc								
6	FTE2 - Baseline (Technical UK) L1			am										
7	FTE3 - Baseline (Technical UK) L1			tbc										
8	FTE4 - Baseline (Technical India) L2				tbc									
9	FTE5 - Baseline (Technical India) L2				tbc									
10	FTE6 - Baseline (Technical India) L2					tbc								
11	FTE7 - Baseline (Technical India) L2					tbc								
12	FTE8 - Baseline (Technical UK) L2/3			ri										
13	FTE9 - Baseline (Technical UK) L3				ps									
14	FTE10 - Baseline (Technical UK) L3				tg									
15	FTE11 - Baseline (Technical US/UK) L3						tbc							
16	FTE12 - Baseline (Technical US/UK) L3							tbc						
17	FTE13 - Baseline (Technical India) L2							tbc						
18	FTE14 - Baseline (Technical India) L2							tbc						
19	FTE15 - Baseline (Technical India) L2								tbc					
20	FTE16 - Baseline (Technical India) L2								tbc					
21	Flexible (Technical India) L2									tbc				
22	Flexible (Technical India) L2									tbc				
23	Flexible (Technical India) L2									tbc				
24	4sl Transition/Project Manager		tbc											
25	Support Rotas (SDM & Technical)													
26	Environment Scoping / Inventories													
27	iLink Profile Updates													
28	Team Logons													
29	Incident Queues													
30	Reporting (NBU AMDC)													
31	Reporting (NBU Other Domains)													
32	Reporting (Media Management)													
33	Formal Daily Checks													
34	Formal Intra day/shift checks													
35	Reporting Portal - AMDC													
36	Reporting Portal - Other Domains													
37	24x7x365 Monitoring													
38	Touch Labour in DC's													
39	SOX Compliance Reporting													
40	Incumbent Resources Stood Down													
	Gate1													
	Gate2													
	Gate3													
	Gate4													

Operational handover complete

Transition Complete

# Operational Features

- Service will be managed remotely 24 x 7 x 365.
- Named Service Delivery Manager (SDM).
- Service Level Objectives
  - 98.5% backup success
  - Notification of repeat backup failures\* within one day
  - Two hour restore response time
- Monthly Service Review meeting at client's offices with SDM.
- Advanced dashboard style reporting through web-based Reportal.
- Continuous evaluation and recommendation of service improvements to reduce operational risk and increase performance. Some will be carried out within the scope of the service; others can be initiated by the client as formal change activities.

\* Servers failing in three consecutive backup windows

# Operational Features

Component	Features
Reporting	Mon – Fri (ex Public Holidays) AM & PM reports of overnight backup success, including re-runs. Monthly report for Service Review meeting including drillable details of servers by domain, location and other references provided by the client for internal MI & cost allocation purposes.
Maintenance	Assistance to client with post operating system upgrades & testing; performance analysis and tuning of Master Server NBU domain; assistance with tape library hardware configuration.
Monitoring	Daily status and error checking of NBU master & media servers; maintenance of scratch tape levels; tape movements; creation of scratch lists; drive and library status checks; root cause analysis of in-scope backup failures; mediation of tape errors from backup reports; backup testing following O/S upgrades; vendor callout for backup domain related hardware failures; vaulting and database catalogue schedule checks .
Problem Management	For major incidents (classified as Priority 1), conduct a root cause analysis and publish findings
Change Management	Evaluation, planning and execution of approved backup-related changes from client's CM queue
Incident Management	Investigation and resolution of P1 incidents.
Capacity Management	Daily tape capacity monitoring and communication to client when agreed thresholds are reached and new tapes must be ordered.
Restore requests	Up to 30 restore requests per month. Additional restores can be purchased ad hoc.
New tape devices	Configuration of up to three new tape devices per annum.

# 4sl Reportal Screenshot

Backup Reporting Portal

http://192.168.50.202/main.php

Administration | AMDC1-3 Dashboard | AMDC2-4 Dashboard | **EMDC1-2 Dashboard** | GROUP Dashboard | Useful Info | [Logout](#)

Report Date: 2011-06-21 | Client Search:

**1. Backup Success Rate**

99.02%

**4. Business Critical Backup Status Within Window**

App Code	Application	Type	Notify	Comments
ERH-DB	SAP HR	SAP		
ERH-LOGS	SAP HR	SAP		
ERV-DB	Process Fitness	NDB		DB
ERV-LOGS	Process Fitness	NDB		LOGS
IRH-DB	SAP HR	SAP		
IRI-DB	IST SAP	SAP		

**7. Server Drive Status**

62.07%

**2. Client Repeat Failures**

58

**5. 25 Backup Failures in Window**

Job ID	Date	Code	Client	Policy
5748101	21/06/11	57		VLAN-1912-Group-Unix Daily
5748094	21/06/11	57		VLAN-1912-Group-Unix Daily
5748088	21/06/11	54		VLAN-1902-GRP-Win-SAP-aa583-ISV Full
5748087	21/06/11	54		VLAN-1902-GRP-Win-SAP-aa583-DSV Full
5747876	21/06/11	42		ESX-EMDC2_CRIT_LRG_002-WIN_GRP Daily
5747875	21/06/11	13		ESX-EMDC2_CRIT_LRG_002-WIN_GRP Daily

**8. Available Media Status**

OK

**3. Last Catalogue Backup**

21/06/11

**6. 186 Active Backups**

Job ID	Date	Client	Policy
5749594	21/06/11		PF_ARCHIVE_UNIX_OAT_CQL-LC_LOGS
5749589	21/06/11		VLAN-1902-GRP-Win-SAP-aa579-RSV
5749587	21/06/11		SAP-1914-GRP-GZ-ux148-uz360-WLW-L
5749570	21/06/11		SAP-1914-GRP-GZ-ux148-uz360-WLW-L
5749567	21/06/11		VLAN-1902-GRP-Win-SAP-aa583-ISV-L
5749564	21/06/11		VLAN-1905-Group-Unix-SAP-uz198-WR1-L

**9. VTL Capacity**

LOW

Logged in as: [Mike](#)

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# Technical Considerations

- Legacy backups (e.g. TSM) supported through a scaled down infrastructure leveraged for restores
- 4sl provide a legacy restore service based on per restore pricing
- 4sl provide remote management from a number of global locations including India, Continental Europe and the UK (access via VPN and terminal services)
- Access to clients to allow backup mediation (controlled with 'sudo' and individual logons)