

Progressive Drug Development Services Firm

Services Management for Backup Environment

Progressive, technologically forward thinking drug development and services firm in the NY Metro area is recognized as a worldwide leader as a provider to the pharmaceutical and biotech industries. This firm has a very long history of understanding and embracing the value of technology and is very progressive in its adoption and use, especially being heavily focused upon research and services. When the firm was looking to design, implement, consolidate, and create processes for their backup environment (ITIL Service Management) they turned to Vicom for help.

Challenge

As progressive adopter of technology looking to drive efficiencies and consolidate, the firm was in need of a strategy, methodology, and ongoing processes for its backup environment. A Symantec NetBackup environment was already in place but it was not providing the value needed nor the service levels expected for the organization. Additionally, it was realized that the backup approach was in need of being centralized, as opposed to its current method of many backup locations spread throughout the world.

Implications

With the current backup environment distributed globally, there was no way to centrally monitor and manage. In addition, most worldwide locations did not have 24x7 IT operations so determining if the nightly backups were successful was not realized or confirmed until the next morning, which meant it could take 12-18 hours to even realize that a backup of critical data had failed.

Backups were failing nightly at the rate of greater than 40% and, as each location had unique technology environments and approaches to backups and their own, country specific, set of processes, determining efficiency overall proved difficult.

Solution

Vicom worked on a multipronged approach to create a robust, centralized, and consolidated backup environment that is ITIL Services Management based and repeatable for all global locations.

Vicom's approach started with a comprehensive and focused assessment and audit of the environment to get a baseline of the current status.

Next, Vicom Architects and SME's created a broad solution design based upon the gathered audit information and key interviews with the firm's IT staff.

Vicom then brought in Senior Storage & Backup Engineers to implement and consolidate the new backup solution and strategy while consolidating 32 backup locations to just 3—two in the United States and one in Europe. The final part of the project was to create and document ITIL Service Management processes for all IT personnel to follow at all locations around the world.

Benefits

The firm was able to implement an updated, consolidated backup environment that allows global monitoring and administration to help ensure that nightly backups are routinely accomplished—and if not—immediately notifies IT personnel for remediation. This consolidation has allowed the IT staff at each global location to focus on other strategic objectives, while spending less time addressing backup issues.

The ITIL Services Management processes put in place by Vicom allows for a consistent backup approach globally with less reliance on personnel focused upon backups.

Most importantly, these new backup environment, strategy and ITIL Service Management processes have allowed the firm to meet its objective of 90%+ success rate of its nightly backups of its critical and sensitive data. This has allowed the backup team to take a more proactive approach in optimizing and refining the backup environment to exceed their SLA's versus focusing upon if backups were even completed and why.



About

- Worldwide leader in drug development and services to the pharmaceutical and biotech industries
- Progressive adopter of using technology in a strong, research focused industry
- World research and data center locations

Solution Highlights

- Implementation of new and optimizing of existing NetBackup Environment
- Vicom Audit and Assessment services to understand current baseline environment
- Vicom Architects and Subject Matter Experts (SME's) to plan and design appropriate solution
- Vicom Senior Engineers to implement new backup environment and optimize current environment
- Created ITIL based Services Management documentation and processes to streamline and provide consistency for entire global backup environment
- Consolidated backup environment from 32 locations to 3 central locations
- Nightly backups are at a 90% success rate versus 60% prior to completion of project