

# OPTICS FOR BACKUP

*Do you know if your backups are happening successfully and on schedule?*

*Are you able to meet your SLAs?*

*Can you meet your backup windows while managing ever-increasing volumes of data?*

Gain immediate **visibility** into backup and restore operations and rapidly identify issues that require attention. Our Optics for Backup service delivers real-time reports and collects historical data that will help you accurately trend, forecast and troubleshoot problems. We reduce your team's **burden** of constant monitoring activities and successfully support Sarbanes-Oxley quarterly compliance audits. With GlassHouse's Optics for Backup, you will be able to identify and **alleviate bottlenecks**, recover data quickly without interruption to the business, and accurately plan for growth.

The GlassHouse Optics for Backup includes **custom installation of proprietary, proven IP and methodologies**, optimized for your backend infrastructure.



The last thing you need is yet another project on your to-do list: Optics for Backup is quickly and easily implemented by our team, often taking just a few hours, not days or months. It requires no additional hardware or software purchase and is optimized for your backend infrastructure.

With Optics for Backup you will benefit from:

- Graphical, **web-based reporting**, accessible from any browser - check the status of your backup environment instantly
- Over **40 customizable reports**
- Automated, **customized email reports** detailing immediate issues and historical trending
- A self-service portal where DBAs can check the status of critical backups and restores
- A dedicated Service Account Manager who serves as your single point of contact

GlassHouse's **Optics for Backup** provides visibility that allows immediate improvements to current operations, saving you time **and resulting in immediate cost savings in infrastructure, training and licensing fees**. Historical trending enables you to build a business case for future investment **and establishes concrete ROI**. Empowering your customers with a **self-service portal** and customized reports frees your team to pursue innovative ways to further your impact on the business' bottom line. In addition, you will benefit from the insight and analysis of your **dedicated service account manager**, ensures you are getting the most value from the service.



*GlassHouse Technologies is a global provider of data center infrastructure consulting services. In a rapidly changing data center environment, GlassHouse partners with customers to define a strategy, execute that plan and operate their environment. Our constant focus is on cost efficiency, risk mitigation and service improvement. [This is provided through Transom, our unique business model comprised of proprietary software tools, methodologies and domain expertise.]*

*We help deliver on the promise of agility and usage-based spending in the next generation infrastructure paradigm. This journey is significant and requires an experienced and pragmatic guide to help you achieve your goals. Our experience is based on thousands of projects in addition to ongoing daily operations of customer environments.*

*Visit the GlassHouse blog for expert commentary on key data center issues facing today's enterprises and follow us on twitter at #GlassHouse\_Tech.*

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With GlassHouse's **Optics for Backup**, you will be **more agile** in managing your resources, **more effective** in quickly recognizing and addressing issues, more confident in meeting service levels and **more efficient** at planning future requirements.

## Activities

- Assessment of existing backup environment
- Implementation of reporting tools by GlassHouse, usually in just a few hours
- Training of client team on new reporting processes
- Service Account Manager serves as single point of contact and leads any service upgrades required

## Deliverables

- Automated email reports
- Web portal with current and historical reporting data
- Agent and portal maintenance and upgrades
- 24x7 portal and agent monitoring and customer support
- Customer satisfaction
- Guaranteed SLA – portal availability



## Why GlassHouse...

*Whether your organization is focused on reducing cost and risk or improving service levels, GlassHouse's vendor-independent consultants quickly identify the performance, cost effectiveness, and risks of your existing backup environment and offer a quick, efficient and practical path to improvement. Our experts develop remediation plans designed to expand the functionality and capacity of the current environment, to improve the utilization of existing backup assets.*