

4sl Group Project Library – Case Study

Categorisation

- **Company:** Investec Bank
- **Sector:** Financial Services
- **Service category:** Managed Backup
- **Date:** October 2009

Managed Backup Service yields cost savings & service performance improvements

Client agenda

The client had experienced major challenges in the past with the performance and quality of their Backup/Restore service. They completed a successful assessment of the environment resulting in the transition to a new service provider two years ago. However, despite addressing some of the quality issues, the service became comparatively expensive and lacked robust reporting and change control functions – this ultimately resulted in a critical data loss incident. In response to this, the client looked for a more cost effective service but capable of meeting higher service levels (for backup & restore) with richer reporting and tighter change control.

Engagement outcomes & deliverables

4sl's Managed Backup Service offered a robust 24x7 service capability with mature auditable processes built on advanced service level reporting and a change management toolset.

High Levels of Backup & Restore Success: A proactive management approach – by leveraging automated procedures where appropriate, the 4sl operational team monitors the service 24x7 with engineers logging into the backup system. This approach has resulted in a success rate exceeding 99.7% backup success with restores tested on a regular basis. This high success rate ensures the client can have confidence that recoverable restore points exist and can be relied upon.

Standardisation and Advanced Reporting: 4sl has developed an industry leading reporting and monitoring toolset that is embedded within the backup service. Regular and adhoc reports are generated to provide detailed analysis of the health and performance of the environment whether for operational, or management purposes. However, they are presented in a very clear and concise way and enable any exceptions to be highlighted. The software provides the ability to define business service catalogues so that new servers can be auto-provisioned against the backup tier best suited to their requirements. This not only ensures the server is being backed-up correctly, but significant infrastructure costs savings can be made by adopting a service-class approach.

Robust Change Control: The 4sl service includes software that reports on any changes that have been made in the backup product during a pre-defined period. This is critical to ensure standards are kept and that policies are backing up the correct data, with the correct frequency and the correct retention settings. Any changes that are alerted are reviewed with the client and categorised as acceptable, tolerant or risk.

Adding value to firm's service delivery function

4sl was selected for the engagement because of experience in enterprise-wide service support and delivery across a number of key infrastructure disciplines. The 4sl Managed Backup Service provides a consistently high level of service quality against clearly defined Service Levels combined with advanced reporting, robust change control and a cost effective price.