

## 4sl Group Project Library – Case Study

### Categorisation

- **Company:** Global Firm
- **Sector:** Financial Services
- **Service category:** Service Lifecycle Management
- **Date:** February 2009

### 4sl Advise on Backup Reporting solutions for Financial Services firm

#### Client agenda

The client has a very large enterprise-wide backup & restore infrastructure and had invested in a number of point solutions to generate operational and management reports from the environment. However, the reporting service itself failed to meet the functional requirements of all stakeholders and users. The bank approached 4sl to help articulate a formal set of requirements to satisfy operational, management, business & financial reporting needs and establish a target architecture for a more effective and efficiency reporting solution.

#### Engagement outcomes & deliverables

The engagement resulted in a number of deliverables to help establish the future state reporting needs for the backup environment including:

- A formal prioritised set of requirements representing the needs of operational, management, business and financial functions.
- A range of tactical and strategic recommendations to help consolidate and standardise the reporting environment to meet those requirements.
- Initiation of a vendor relationship management initiative to help raise awareness of the incumbent solution, the roadmap for future functionality and education & training for greater operational efficiency.

#### Adding value to Bank's service delivery function

4sl was selected for the engagement because of their independence from any vendor solution in the Backup technology space, their experience of working with stakeholders across operational, business and financial management teams and their flexible engagement approach. The benefits seen by the client included greater visibility of the backup reporting environment, an installed product set that could be leveraged to a much higher extent leading to an increase in operational efficiency.