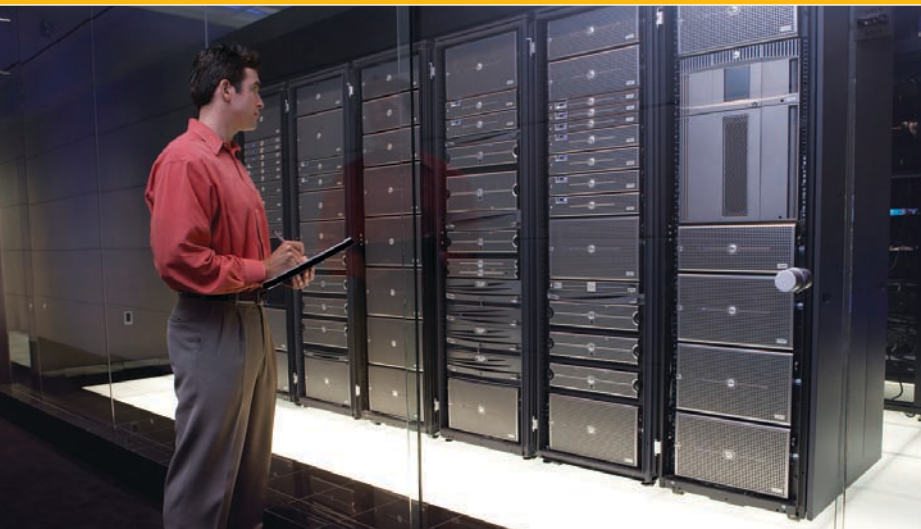


PROTECTING VITAL BUSINESS INTERESTS WITH A SIMPLIFIED STORAGE SOLUTION



A flood tide of digital data and increasingly complex regulatory requirements have made data backup, recovery, and archiving critical aspects of enterprise operations. Dell Services experts can assess how effectively an information infrastructure is getting the job done and deploy integrated, best-of-breed storage solutions to help ensure the safety and recoverability of critical data.



In today's enterprise environment, the amount of digital data being created and stored is growing at an astonishing rate. Enterprises are not only relying on IT to enhance the quality and efficiency of key functions such as customer support and manufacturing; they are also being compelled by regulatory requirements to retain vast amounts of information.

To help maintain business continuity and mitigate the risk of disaster or litigation, enterprises must have the agility to retain, protect, and recover ever-increasing volumes of data quickly, flexibly, and cost-effectively. It is no longer enough to have an adequate backup and recovery process in place to access data and restore enterprise operations in the event of a disaster, outage, or accidental loss. Today, organizations also need an archiving strategy designed to ensure that they can retain and manage data over the long term to satisfy regulatory, auditing, litigation, and other data management requirements.

Demystifying complex storage requirements

To help enterprises assess how well their information infrastructures meet their data backup, recovery, and archiving needs, and to help them deploy cost-effective, best-of-breed solutions, Dell Services offers a comprehensive suite of services designed to increase data security, reduce backup and recovery times, facilitate regulatory compliance, simplify management, and lower the total cost of backup, recovery, and archiving.

Although the ability to quickly restore enterprise systems following a failure is a critical aspect of day-to-day IT operations, backup and recovery can be complex, inefficient, and costly. As a result, many organizations have not implemented processes for backup and recovery, and those that have often perform these vital functions in an inconsistent and ad hoc fashion.

For example, it is often difficult to determine what data should be backed up, and when. Some data may be mission critical; other data may be relatively unimportant. Some data may be constantly changing; other data may be relatively static. Organizations that do not have a clear idea of their data backup requirements often back up too much data, which can dramatically slow down backup and recovery times and lead to an unnecessary investment in storage resources. Or they may inadvertently neglect to back up critical data, which can put them at serious risk in the event of a failure or audit.

All too often, enterprises that do implement backup and recovery systems end up with a mix of complex and costly storage and network technologies that require a wide range of specialized skills to operate. For example, many backup and recovery systems include legacy disk and tape drives, storage area networks (SANs) and Fibre Channel networking, and other technologies such as network attached storage (NAS) and Ethernet networking.

In addition to implementing recoverability systems and processes, enterprises also must ensure that they

comply with regulatory requirements. These requirements, included in legislation such as the Sarbanes-Oxley Act and the Health Insurance Portability and Accountability Act (HIPAA), demand that companies retain, and be able to produce on demand, an increasing amount of data encompassing e-mail as well as financial records, personnel records, and customer transaction data. When organizations fail to comply with these regulations, they put themselves at serious risk of litigation, fines, and even jail time for executives. One key reason for failure to comply is that regulations are often complicated and hard to interpret. Small and medium-size enterprises typically lack the compliance officers or trained legal staff to help them understand regulatory obligations. Also, like backup and recovery, an inefficient archiving system can be complex and costly.

Assessing specific enterprise needs

Dell Services offers a comprehensive suite to help organizations identify specific storage requirements, assess the efficacy of systems currently in place, and determine whether they should implement backup, recovery, and archiving solutions that are more comprehensive than their current systems.

To begin with, a Dell Services team conducts a half-day workshop to assess what processes and technology are currently in place and zero in on specific challenges the enterprise may need to address. Dell Services then discusses available technology solutions and how they might mitigate areas of concern.

After this initiation phase, a Dell Services team works closely with the IT organization over a span of two to four weeks to gain an in-depth understanding of current backup, recovery, and archiving procedures. As shown in Figure 1, the assessment service includes a data collection phase, a data analysis phase, and a presentation phase. In the data collection phase, a Dell Services team combines a tools- and interview-based approach to assess the organization's current backup, recovery, and archiving procedures. In particular, this team uses software

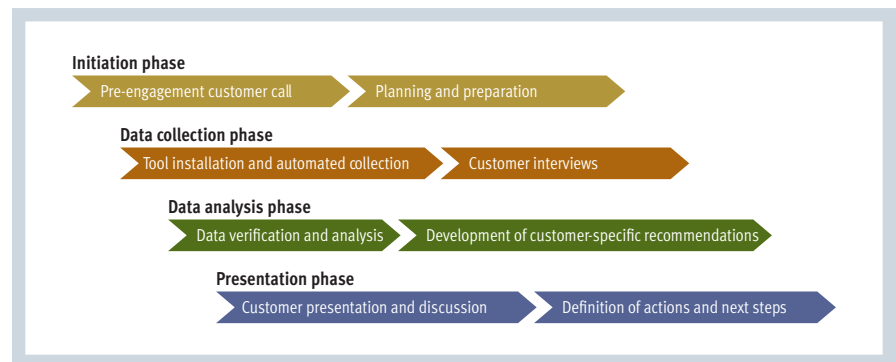


Figure 1. Dell Backup and Recovery Services assessment methodology

agents to track the overall flow of data within the IT organization. The team also conducts extensive interviews with IT staff to understand both the business and legal requirements for backup, recovery, and archiving and the processes and infrastructure currently in place.

In the data analysis phase, the Dell Services team verifies and analyzes the data collected during the data collection phase, with the goal of developing specific recommendations. In particular, the team studies the data to determine how well the organization's specific business and legal requirements are being met, as well as to identify any inefficiencies, such as unnecessary backups of duplicate or static data. The team then assesses the overall performance of the current infrastructure, including time to backup, time to recovery, and time to retrieve specific data from archives.

In the presentation phase, the Dell Services team presents specific technology and process recommendations designed to increase data security, reduce backup and recovery times, facilitate regulatory compliance, simplify management, and lower the total cost of backup, recovery, and archiving. This presentation includes an analysis of the total cost of ownership of possible solutions.

For enterprises that decide to implement a backup and recovery and/or archiving solution, Dell also offers a comprehensive design and implementation service. A Dell Services team uses the business requirements and technology and process recommendations from the assessment methodology to design and implement an organization-specific

backup, recovery, and archiving solution. The goal of the design and implementation phase is to combine best-of-breed products to create a cost-effective solution that meets bottom-line business requirements.

Enhancing storage performance while avoiding litigation risks

Effective storage systems have become a critical element of enterprise operations. Through its workshop, assessment, design, and implementation services, Dell Services enables organizations to maximize business continuity and mitigate the risk of disaster or litigation by helping them increase the security of essential data, reduce backup and recovery times, facilitate regulatory compliance, simplify management, and lower the total cost of backup, recovery, and archiving. [u](#)

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