

# BACK-UP AND RECOVERY SERVICES

## INTELLIGENT PROTECTION SMART RECOVERY 100%



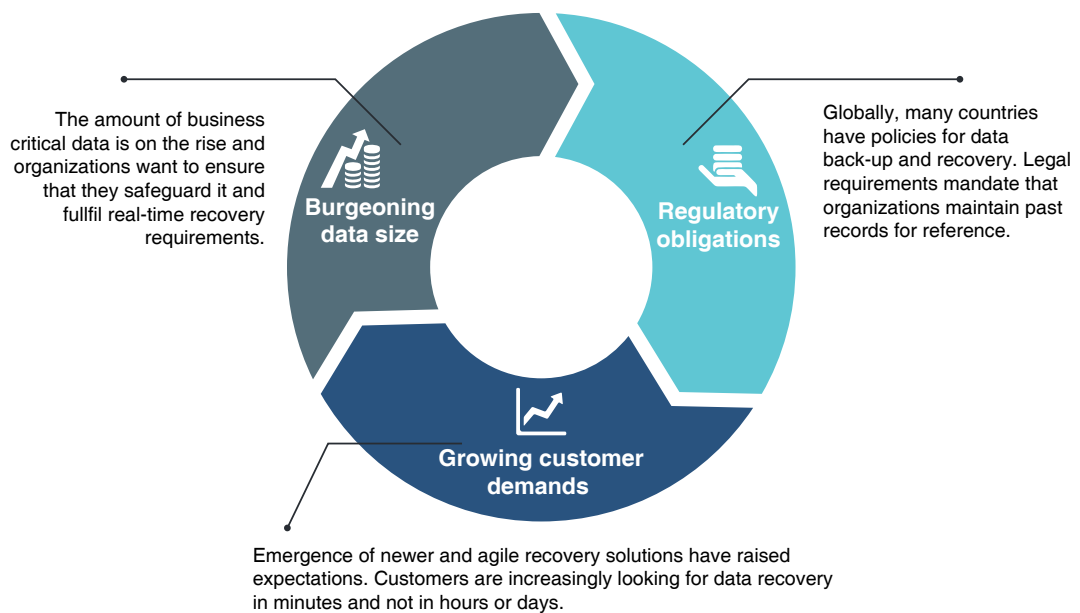


## Overview

Data is the world's new currency and it goes without saying that ensuring its security, consistency and availability are among the top priorities of any organization. With the exponential growth of data comes the significant challenges around managing the data back-up and recovery in reduced time frames.

## Trends & challenges

Research shows that every 15 seconds, a hard drive crashes and majority of the companies suffering significant data loss go out of business sooner than others. Every year, IT downtime costs organizations billions of dollars in lost revenue. Despite the costs and risks involved, majority of the enterprises don't have a formal and comprehensive disaster recovery policy. Some important trends are:



## How Mphasis helps

The ability of an organization to recover fast from unexpected disruptions like failure of network, power or a natural disaster is very important. Mphasis helps you improve confidence and predictability for data restores, to ensure that the right data is protected in the correct manner.

Mphasis helps reduce overall cost of back-up management to ensure data recovery and meet regulatory and compliance requirements. Our services include:

### BUR design/ engineering and implementation service

- BUR requirement analysis and solution design
- Solutions planning and implementation
- Engineering support

### BUR upgrade/ migration service

- Back-up technology migrations
- Back-up storage migrations
- Back-up server OS platform migrations

### Managed operational support services

- BUR BAU support services
- Back-up / restore performance tuning services
- BUR audit and compliance service

The ecosystem of tools that is built around the core framework helps you effectively manage your backup estate:



**BurSurveyor:**  
Automated solution for discovery and analysis of backup estate

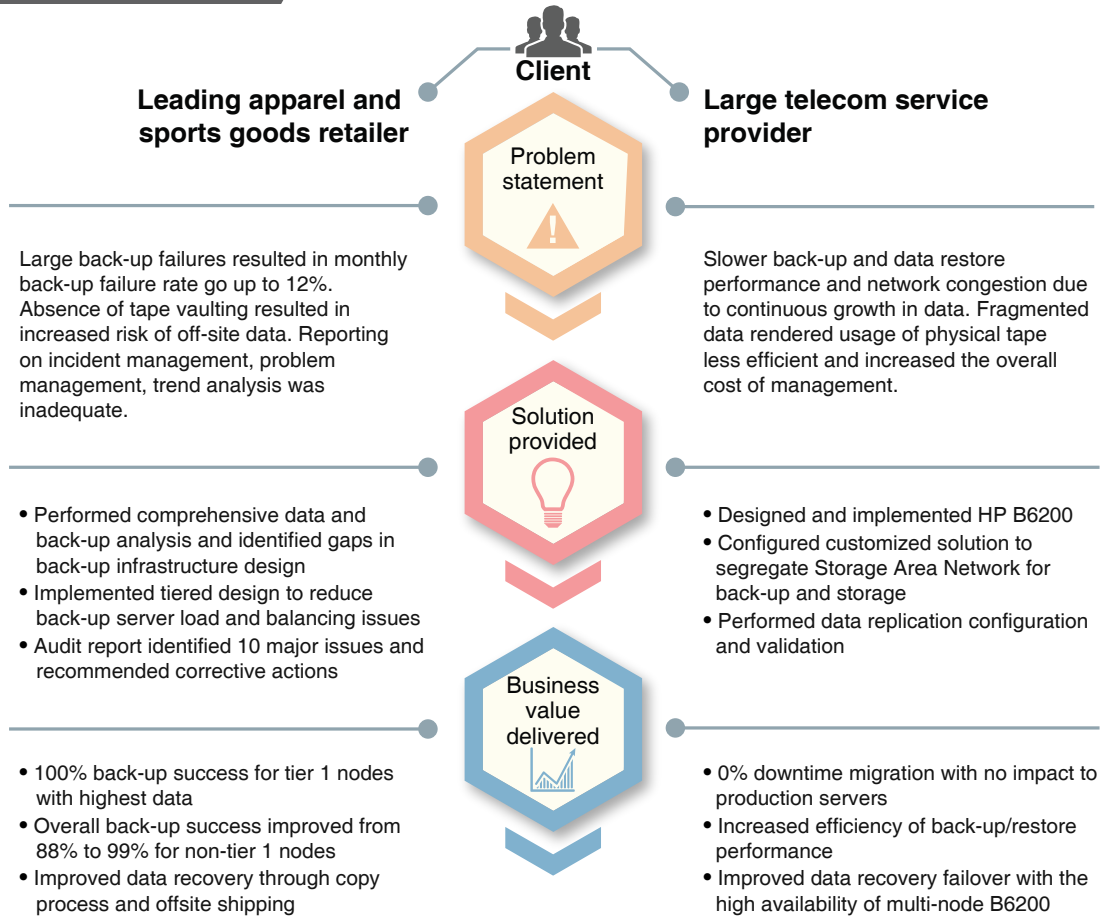


**BackupAuditor:**  
Monitor and report multiday backup failures







**BurDoc:**  
Mphasis backup system centralized health checkup tool

## Success stories



## The Mphasis advantage

 <b>Experience back-up coverage</b>	<ul style="list-style-type: none"> <li>21,000+ servers</li> <li>20+ petabytes of monthly back-up size</li> <li>200+ back-up servers</li> <li>100+ tape libraries</li> </ul>
 <b>Technology expertise</b>	<ul style="list-style-type: none"> <li>100+ dedicated professionals</li> <li>20+ SMEs in design, implementation, disaster recovery and compliance</li> <li>NextGen technology (data deduplication, replication etc.)</li> </ul>
 <b>Our accelerators</b>	<ul style="list-style-type: none"> <li>30+ automation objects</li> <li>12+ self healing scripts, 30+ monitoring and reporting scripts</li> <li>100+ SOPs, 20+ data restore procedure templates</li> <li>Knowledge base of 50+ back-up and restore errors and their fix</li> </ul>
 <b>Service operation/delivery and governance</b>	<ul style="list-style-type: none"> <li>Proven cost-effective leveraged model for 24x7 support</li> <li>EDS Lineage - Inherited processes, tools and big client governance maturity</li> <li>Vendor neutral approach for service improvement recommendations</li> </ul>

# Backup & Recovery Services

## Intelligent Protection. Smart Recovery 100%



### Challenges

#### Regulatory obligations

Policies and legal mandates of maintaining the records for longer periods

#### Large failures

Safeguard business critical data from system failures and cyber threats

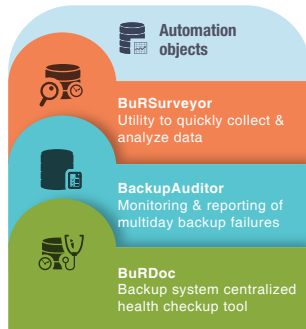
#### Growing customer demands

Instant data recovery requirements

#### Burgeoning data size

Managing large volumes and fulfilling real-time recovery requirements

### Mphasis Backup and Recovery services



### Success stories

#### Leading Apparel & Sports goods retailer

- High backup failure rate - 12% due to back-up failures
- Inadequate reporting on incident and problem management

#### Large Telecom service provider

- Slower back-up & data restore performance
- Network congestion issues

- Comprehensive data and backup analysis
- Identified gaps in backup infrastructure
- Implemented tiered design to reduce backup server load and balancing issues

- Designed and implemented HP B6200
- Customized solution to segregate storage area network
- Data replication configuration & validation

- Backup success rate improved from 88% to 99% for non-tier 1 nodes
- 100% backup success rate for tier 1 nodes

- 0% downtime
- Improved data recovery failover

### Our depth

**20**  
PB of monthly backup size

**100+**  
Tape libraries managed

**21000**  
Servers managed for backup

**30+**  
Automation objects

**20+**  
Data restore templates

## About Mphasis

Mphasis is a global technology Services and Solutions company, specializing in areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their digital transformation journeys, and with global financial institutions in the conception and execution of their Governance, Risk and Compliance strategies. We strategically focus on next generation technologies for differentiated solutions, delivering optimized operations for diverse clients. Contact us on [www.mphasis.com](http://www.mphasis.com)

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