Mphasis
The Next Applied

BACK-UP AND RECOVERY SERVICES
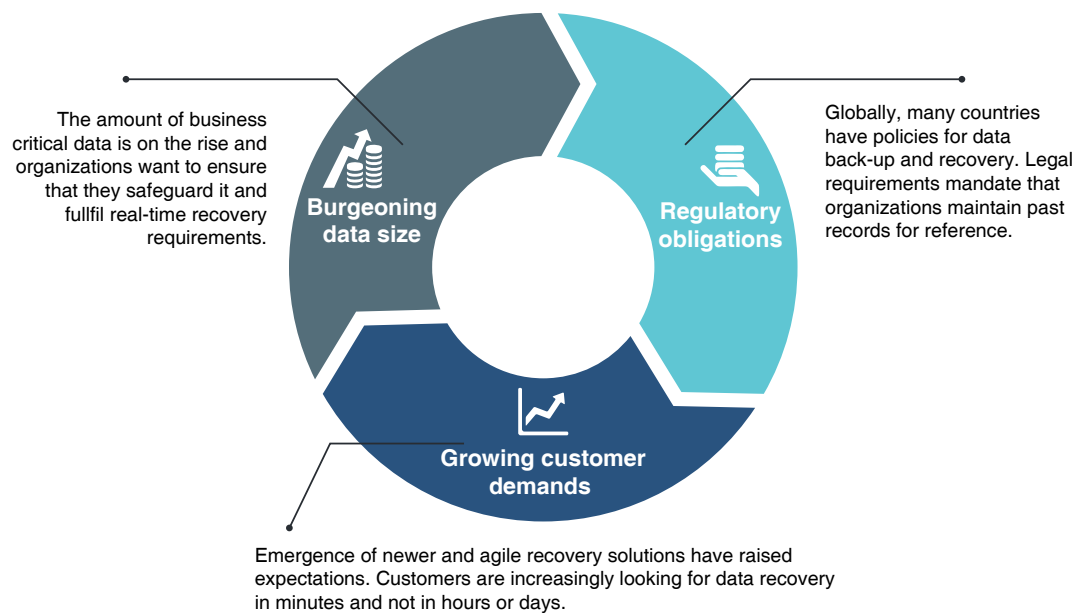
INTELLIGENT PROTECTION
SMART RECOVERY 100%

Overview

Data is the world's new currency and it goes without saying that ensuring its security, consistency and availability are among the top priories 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:

The amount of business critical data is on the rise and organizations want to ensure that they safeguard it and fullfil real-time recovery requirements.

Burgeoning data size

Regulatory obligations

Globally, many countries have policies for data back-up and recovery. Legal requirements mandate that organizations maintain past records for reference.

Growing customer demands

Emergence of newer and agile recovery solutions have raised expectations. Customers are increasingly looking for data recovery in minutes and not in hours or days.

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:
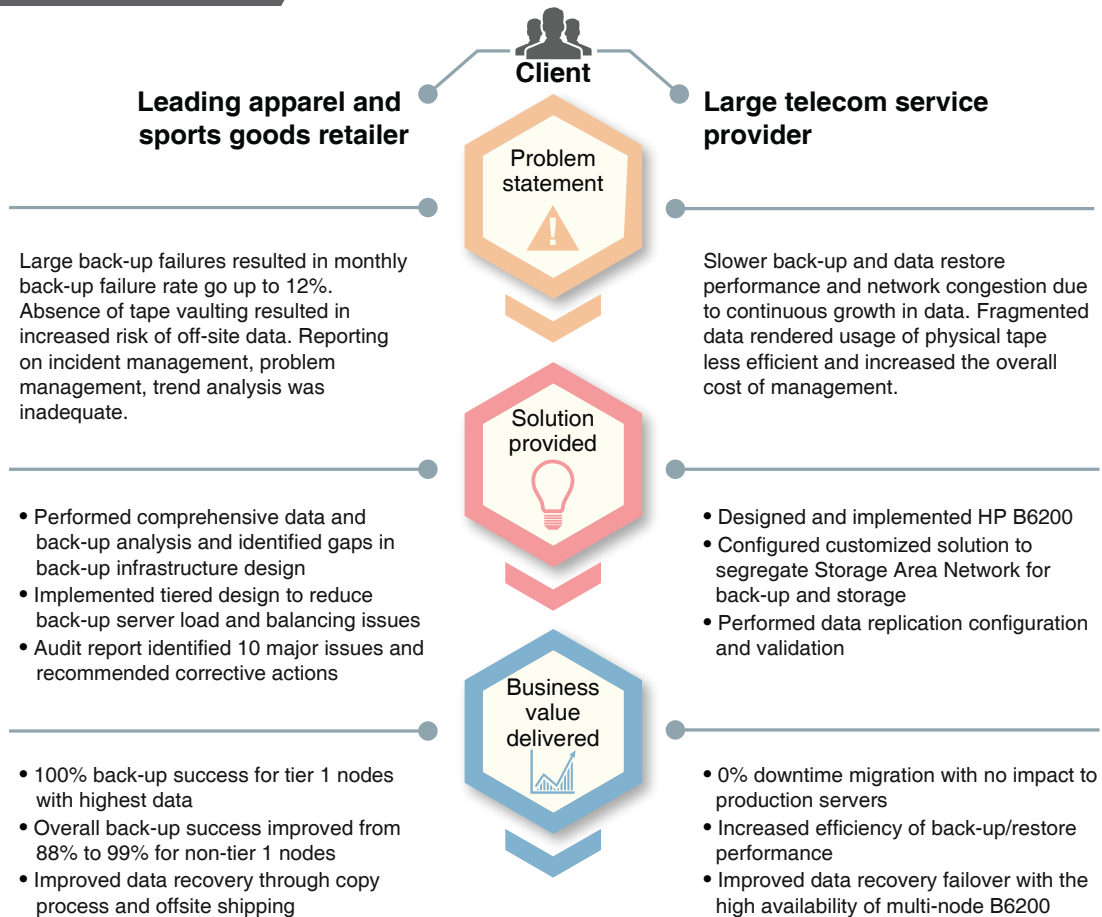Automated solution for discovery and analysis of backup estate

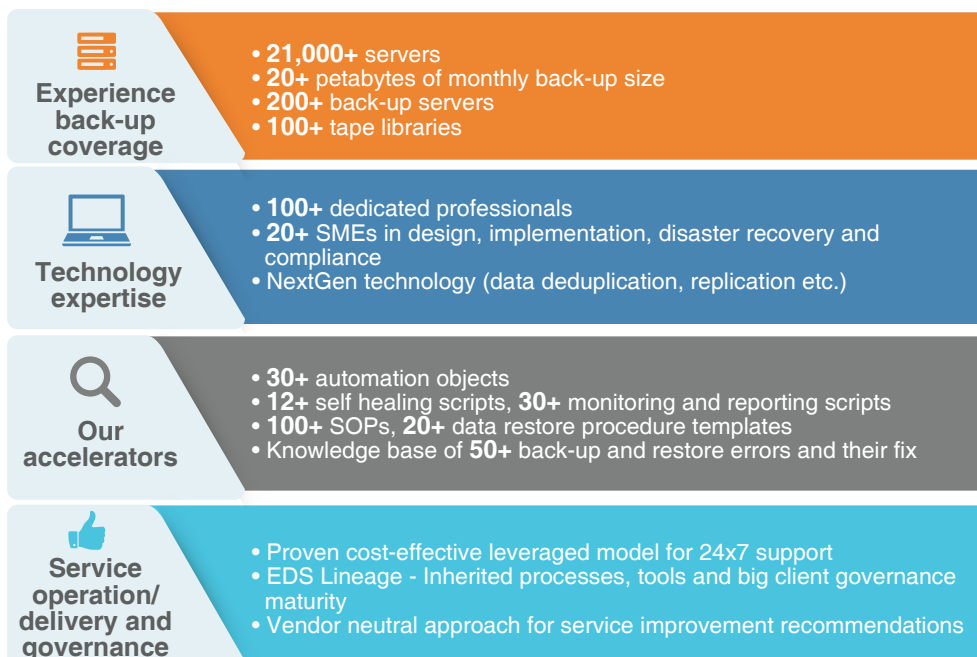**BackupAuditor:**
Monitor and report multiday backup failures

BurDoc:
Mphasis backup system centralized health checkup tool

Success stories

Client

Leading apparel and sports goods retailer

Large telecom service provider

Problem statement

Large back-up failures resulted in monthly back-up failure rate go up to 12%. Absence of tape vaulting resulted in increased risk of off-site data. Reporting on incident management, problem management, trend analysis was inadequate.

Slower back-up and data restore performance and network congestion due to continuous growth in data. Fragmented data rendered usage of physical tape less efficient and increased the overall cost of management.

Solution provided

- Performed comprehensive data and back-up analysis and identified gaps in back-up infrastructure design
- Implemented tiered design to reduce back-up server load and balancing issues
- Audit report identified 10 major issues and recommended corrective actions

- Designed and implemented HP B6200
- Configured customized solution to segregate Storage Area Network for back-up and storage
- Performed data replication configuration and validation

Business value delivered

- 100% back-up success for tier 1 nodes with highest data
- Overall back-up success improved from 88% to 99% for non-tier 1 nodes
- Improved data recovery through copy process and offsite shipping

- 0% downtime migration with no impact to production servers
- Increased efficiency of back-up/restore performance
- Improved data recovery failover with the high availability of multi-node B6200

The Mphasis advantage

Experience back-up coverage
- **21,000+** servers
- **20+** petabytes of monthly back-up size
- **200+** back-up servers
- **100+** tape libraries

Technology expertise
- **100+** dedicated professionals
- **20+** SMEs in design, implementation, disaster recovery and compliance
- NextGen technology (data deduplication, replication etc.)

Our accelerators
- **30+** automation objects
- **12+** self healing scripts, **30+** monitoring and reporting scripts
- **100+** SOPs, **20+** data restore procedure templates
- Knowledge base of **50+** back-up and restore errors and their fix

Service operation/ delivery and governance
- Proven cost-effective leveraged model for 24x7 support
- EDS Lineage - Inherited processes, tools and big client governance maturity
- Vendor neutral approach for service improvement recommendations

Backup & Recovery Services
Intelligent Protection. Smart Recovery 100%

Challenges

Regulatory obligations
Policies and legal mandates of maintaining the records for longer periods

Large failures
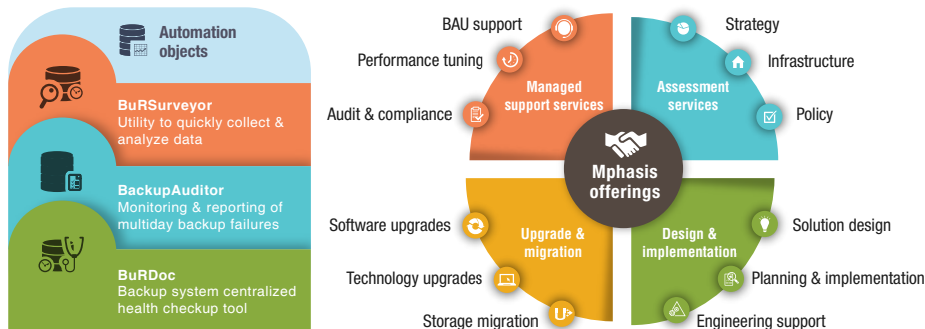Safeguard business critical data from system failures and cyber threats

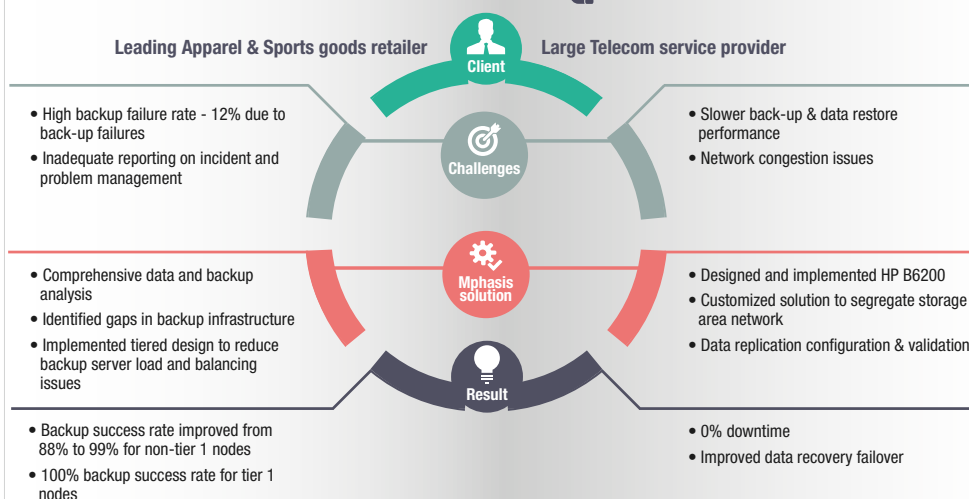**Growing customer demands**
Instant data recovery requirements

Burgeoning data size
Managing large volumes and fulfilling real-time recovery requirements

Mphasis Backup and Recovery services

Automation objects

BuRSurveyor
Utility to quickly collect & analyze data

BackupAuditor
Monitoring & reporting of multiday backup failures

BuRDoc
Backup system centralized health checkup tool

Mphasis offerings

- BAU support
- Performance tuning
- Audit & compliance
- **Managed support services**
- Strategy
- Infrastructure
- Policy
- **Assessment services**
- Software upgrades
- Technology upgrades
- Storage migration
- **Upgrade & migration**
- Solution design
- Planning & implementation
- Engineering support
- **Design & implementation**

Success stories

Client

Leading Apparel & Sports goods retailer | Large Telecom service provider

Challenges

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

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

Mphasis solution

- 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

Result

- 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	100+	21000	30+	20+
PB of monthly backup size	Tape libraries managed	Servers managed for backup	Automation objects	Data restore templates

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2_{TM} = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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