

Data Backup and Recovery Analysis and Solution Implementation for a Leading Retailer



The Client

The client is a leading apparel and sports goods retailer in the world. Client's backup estate relied on legacy systems and methods, and needed a thorough analysis for optimization.

Business Objective

The client faced frequent backup failures – up to 12% a month and the backup estate lacked tape vaulting, which increased the risk of storing and processing significant amount of data offsite. Reporting processes on incident management, problem management and trend analysis were inadequate.

How Mphasis Helped

Mphasis performed a comprehensive analysis of data backup and identified gaps in the backup infrastructure design. Server load balancing was found to be among the top issues and to fix it, Mphasis implemented tiered design and reduced server load and improved load balancing.

A detailed audit, which was performed as part of the solution, found 10 major issues in the infrastructure and recommended corrective actions to the client.

Post-engagement, the client experienced:

- 100% back-up success for tier-1 nodes that contain large amounts of data
- Backup success improved from 88% to 99% for non-tier-1 nodes
- Improved data recovery through 'copy process' and 'offsite shipping'

About Mphasis

Mphasis is a global Technology Services and Solutions company specializing in the 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 focus on next generation technologies for differentiated solutions delivering optimized operations for clients.

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