

Highlights from recent webcasts on Health Information

NEW TOOL SIMPLIFIES DATA BACKUP AS COMPLEXITY GROWS

Veritas' NetBackup 7.7 offers new features that promote cloud and self-service capabilities in addition to giving customers a single pane through which to manage their information.

Data is one of the most sought-after commodities in government today. This is ironic, considering more data is produced on a daily basis than ever before. Government officials don't simply want to amass data, though. They want to be able to make best use of it, said James Soliday, senior manager at DLT Solutions' DLT Operations Center, during an Aug. 26 webinar titled "Veritas Backup 7.7: Transform IT to Business Enabler in a Single Solution for your Entire Enterprise."

"It's not just about backing up your data. It's about the holistic view of how

we're using that data," says Soliday.

NetBackup 7.7, the latest iteration of Veritas' popular tool, gives agencies insight into their information. (Veritas split from Symantec earlier this year.) It's built on the idea that information is infrastructure. After all, agencies use information in everyday operations. So the goal is not only to back it up, but also have it at the ready to make decisions, says Soliday. Agencies may be collecting terabytes of data, but officials are now looking at how those terabytes of data are correlated into data centers and infrastructure, and how they can get the most out of their backup products.

When it comes to data and infrastructure, there are three truths, says Soliday. First, "data does not equal information," he says. "We've all seen the dataset numbers that are very daunting. The globe produces X number of exabytes a day of data, anything from Facebook posts to production data. We want to help our customers understand what information is out there, how it's being used and more importantly, how to back it up, how to store it and how to prioritize it."

The other two principles are that infrastructure doesn't always equal application availability and more data doesn't always mean more value.

BOX: NETBACKUP 7.7 AT A GLANCE

Here's what's new in Veritas NetBackup's latest release:

- Cloud enhancements, including up to 30 times faster backup and recovery to and from the cloud, and support for five new cloud providers
- Improved self-service capabilities
- Integration with NetApp
- Integration with Microsoft Hyper-V
- Integration with VMware Virtual Volumes
- The Veritas Information Map

Complex Challenges

Several challenges top today's list of backup and recovery issues. One is complexity. Unstructured and structured data are common, but the scale and scope of how complex data has become has made the backup windows more difficult, says Soliday.

That leads to the second challenge, which is scale. "The scale and growth of datasets today is again making backups more of a challenge," he says. To accommodate those needs, NetBackup

7.7 wanted to address faster backup and recovery, large-scale storage systems and the cloud.

The third challenge is increasing agility, which means streamlining backup and recovery processes to make them easier. “No one ever has a restore that’s not a top priority,” says Soliday. “Nine times out of 10 a restore is critical and we need recover data quickly.”

NetBackup addresses the challenge of reducing complexity in three ways:

- eliminating point solutions
- simplifying infrastructure
- streamlining administration

“If you think about the complexity of the environment, the first thing we try to talk about is, ‘What does the current infrastructure look like,’” says Soliday. “Nine times out of 10, someone in our customer base is using some form of virtualization.”

To that end, NetBackup works with VMware’s Virtual Volumes, an integration and management framework for external storage that is part of vSphere 6. Veritas is also looking at cloud-based storage solutions, such as those from Rackspace, AT&T Synaptic and Amazon Web Services’ Amazon Simple Storage.

When it comes to simplifying infrastructure, NetBackup helps agencies modernize with a converged hardware and platform. “We’re trying

“It’s not just about backing up your data. It’s about the holistic view of how we’re using that data. We do not do backups just to backup data, we do do backups as intelligence restores.”

—James Soliday, senior manager at DLT Solutions’ DLT Service Center and Service Delivery

to eliminate the need for customers to go out there and buy more servers, buy more storage and really increase their footprint just to increase their backups,” says Soliday.

The suite of NetBackup appliances provides disk-based solutions on the hardware side as well as all the features and functions of the software side. These NetBackup appliances also scale so that agencies can add disk shelves, but don’t need to add servers.

Streamlining administration is another objective. NetBackup 7.7 tackles the credentials and logons users need to access systems and applications and provides a single pane of glass through which users can effectively handle backups without having to log on to multiple systems, says Soliday.

When it comes to virtual machines, this new version of NetBackup delivers self-service for Microsoft Hyper-V and vSphere administrators. They can access interface add-ins or plug-ins with tools that show backup status and enable self-recovery. Collectively, says Soliday, these changes amount to a more reactive suite of checking for bottlenecks and slowdown causes so that users aren’t just waiting for a job to queue.

To address the challenge of scaling

by growth, NetBackup 7.7 focuses on faster backup and recovery. To that end, it supports NDMP cluster-aware backups within a NetApp Clustered Data ONTAP (cDOT) environment. It also handles snapshot management using NetBackup Replication Director, giving total transparency into cDOT.

“What that means is instead of thinking of NDMP protocols, the Snapshot Manager and Replication Director can do replication and manage those snapshots that are happening within the cDOT environment,” says Soliday.

When looking at backup speed, NetBackup is an industry leader. “NetBackup was at the forefront of not only getting NetBackup agents on virtual machines, but really digging into their partnership with VMware,” Soliday said. For instance, it takes NetBackup less than three hours to back up 1,000 virtual machines. Others can take more than 14.

NetBackup also leads the pack in providing cloud-based solutions and targets for backups, he says, because replicating data to the cloud is not just about being a backup feature in the cloud. “NetBackup went above and beyond that in saying, ‘Yeah, a backup

target in the cloud is nice and it's getting us in the right direction, but let's make sure our feature sets also work," says Soliday.

Another step to better backups is more about people than technology. For that reason, NetBackup 7.7 empowers IT workers by providing more self-service functions and into the backups. As a result, those workers also gain more confidence data is properly backed up. One way the tool does this is through its new plug-in for VMware's Hyper-V Recovery, which lets administrators perform self-service operations from within the System Center Virtual Machine

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at DLT Solutions' DLT Service Center and Service Delivery

worldwide. This map lets them parse through the NetBackup catalog data to see from a global or continental perspective their backup status.

How DLT Solutions Helps

DLT Solutions is a round-the-clock support center based in the U.S. for Veritas NetBackup. It has served in this capacity for more than a decade and is the only authorized partner that focuses on the public sector. This translates into agencies being

engineers, our services and offerings can provide our customers with faster recovery times and U.S. citizen/U.S. soil technical support," says Soliday.

Working with DLT has a "mom-and-pop feel," he said, as evidenced by its average score of 9.77 out of 10 in post-call surveys. DLT also supports technologies from several large vendors, including AWS, NetApp, Symantec and Quantum. As a result, users can call a single 800 number and get help across myriad IT solutions.

"If you think about so many diverse platforms and devices that we're seeing in today's IT and again multi-vendor and multi-support case issues, we are answering that for you by matching what you're experiencing onsite with our backend solutions from the DLT Service Center and consulting teams," says Soliday.

"With DLT's expertise and certified Veritas engineers, our services and offerings can provide our customers with faster recovery times and U.S. citizen/U.S. soil technical support." — James Soliday, senior manager at DLT Solutions' DLT Service Center and Service Delivery

Manager console and proactively respond to a NetBackup request.

NetBackup 7.7 also simplifies backups by essentially providing them as a service. Users can manage backups via a single interface. This means users can keep a tally of how many restores they're doing.

The Veritas Information Map also provides insight at a glance. Some agencies and customers are spread

able to call DLT instead of Veritas for help. The company answers the phone within 15 seconds, says Soliday, and there are no hold times.

The accredited enterprise call center has a beta software lab that can mimic a customer's environment. As a result, DLT closes 97.3 percent of the cases it addresses—the highest of any partner in the Veritas Partner Support Program. With DLT's expertise and certified Veritas

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