

Government agency drastically improves data protection for its global IT environment with DLT Solutions Professional Services on-site support for Symantec NetBackup

Industry:

Federal Government

Abstract:

DLT Solutions Professional Services provided on-site Symantec NetBackup 7 support for a government agency's global networks resulting in standardized heterogeneous data protection, drastically reduced backup failure rate and accelerated in-house expertise.

Background:

Growing threats, complex IT environments, and proliferation of endpoints all make it difficult for agencies to control and secure data and systems. The agency purchased an enterprise license agreement (ELA) in order to standardize on Symantec NetBackup for the backup and recovery of its global heterogeneous IT environment.

Business Challenge:

The agency sought consistent data protection for its global IT environment, world-class performance from taking full advantage of the capabilities of NetBackup and increased in-house staff expertise.

Solution:

A Symantec data availability and security partner, DLT Solutions Professional Services provided a highly skilled, cleared, and certified senior engineer responsible for installing, configuring, monitoring and maintaining NetBackup peak performance. Several projects and challenges were tackled throughout the engagement starting with migrating its Master Server to a new Windows platform.

Implementation of NetBackup capabilities included:

- **Open Storage Technology** – Utilizing the newest features of the Data Domain Storage devices.
- **OpsCenter Analytics** - Centralizing reporting and management capabilities.
- **SQL Agent** – Yielding more reliable SQL database backups.
- **Oracle Agent** - Scheduling and backing up of the Oracle instances automatically.
- Back up of the Red Hat Enterprise Linux servers

Over the past year, DLT Solutions Professional Services was able to reduce the 68% failure rate to below 3%. As part of the engagement, the DLT engineer provided NetBackup application troubleshooting and training to agency staff.

Software:

Symantec NetBackup

Services:

DLT Solutions Professional Services

Benefits:

Consistent data protection is critical for agencies to combat growing threats that accompany the proliferation of endpoints and the complexity of heterogeneous IT environments. In partnership with Symantec DLT Solutions helped the agency to effectively realize the fullest capabilities of NetBackup. Through on-site support, the installation was accelerated, standardized and client backup became automated and reliable. As a result, the agency was able to grow the skills of their staff while achieving mission-critical data protection for its global networks.

