

Operational Efficiency Assessment

Highlights:

1. Objective assessments of a wide spectrum of data management environments
2. Metrics based analysis of current data management operations and procedures
3. Baseline gap analysis of your organization's data management maturity as compared to specific business requirements
4. Executive level recommendations and business justification for prioritized delivery.

Offering Summary

Many companies today are under constant pressure to improve the scale of their IT infrastructure as both their business and data needs grow. Over time, operational IT complexity multiplies and a company's data management approach can change dramatically. Even the most strategically disciplined IT organizations find that their data management capabilities are misaligned with corporate goals. These companies need a clear assessment of their overall data management strategy, their technical alignment with business goals, and their underlying IT processes so that they can develop and maintain scalable, business focused IT operations.

The CommVault[®] **Operational Efficiency Assessment** offering provides customers with an objective view into their current data and information management environment. This assessment is facilitated by seasoned CommVault consultants who help clients generate a detailed benchmark of their operational processes and technical capabilities. Delivery of prioritized action plans is designed to quickly close crucial gaps and improve efficiency. The cornerstone of the offering is a workshop facilitated by CommVault consultants. The offering delivers these key elements:

Assessment Profile – CommVault consultants begin by collaborating with the customer's executive and data management leaders to initiate the assessment activities and validate critical success factors for the engagement. These success factors become the guiding principles for the duration of the engagement.

Current State Efficiency Validation – In preparation for workshop activities, CommVault consultants team up with the customer to gather essential IT metrics and operating data which will be the baseline for evaluating the efficiency of both current and future data management operations. The data is reviewed with the appropriate IT teams for completeness and context. Designated IT leaders participate in a consultant-led whiteboard session to achieve consensus on the status of existing IT infrastructure and operations.

Operational Efficiency Review – A wide range of topics will be assessed, depending on the customer's specific challenges. A reference point will be established for the customer's current and target operational maturity levels. This maturity assessment guides discussions about prioritizing and planning for remediating the identified gaps. Operational areas often reviewed include:

Infrastructure Efficiency – This area of maturity explores IT agility, data mobility, and data placement to gauge your company's data management flexibility.

Risk Protection – The risk protection maturity analysis explores capabilities in data protection, disaster recovery, eDiscovery and search. A key objective is understanding how well servers are protected against operational data loss or widespread business interruption. Another important goal is determining how the business is prepared to deal with eDiscovery and search requests for these same devices.

Disaster Recovery Requirements by Application – CommVault consultants work with both company IT and business leadership to determine how to prioritize applications, data and IT infrastructure for disaster recovery purposes.

Transformation and Modernization – The integration and use of evolving technologies such as server and storage virtualization, the cloud, archiving, the

“Despite the long timeline associated with backup, the practice has undergone a number of changes (such as new recovery techniques and a new, expanded set of vendors to consider) and challenges, such as how to protect server virtualized environments, very large databases, remote offices, and desktops and laptops.”

consumerization of IT, and IT-as-a-Service are explored to understand how they could be architected and aligned with your company's business requirements. We evaluate how clients manage their existing IT infrastructure and methods for employing transformative technologies in a timely fashion.

Sustainability – In assessing the long-term sustainability of client data management environments, CommVault consultants explore the IT department's capabilities for: operations & compliance reporting, business intelligence (BI), development & operational process maturity, infrastructure maintenance, and resource management effectiveness. The strategic question to answer for this area is, "What is necessary for your IT organization to sustain appropriate service levels over the full technology lifecycle?"

Edge Data Management – Assessment of this area considers the types of existing edge or mobile data platforms as well as client strategies employed to manage data outside corporate datacenters. As more corporate assets and data are being pushed to the periphery of the network, companies are being challenged to secure that information and manage the risk of data loss.

Recovery Service Catalog – The team will build a recovery service catalog that documents the discrete policies that are currently in place. These policies include: operational and disaster specific RPO/ RTO, retention, data protection schedule, offsite storage, and archive. Policies are mapped to underlying technologies and evaluated for scalability and recoverability.

Future State Whiteboard – Options for closing the documented technical gaps are evaluated and are rationalized according to their ability to reduce cost, reduce risk, and improve service levels. The team builds a draft for a future state IT architecture.

Recommendations and Transition Planning – Strategic, tactical and operational recommendations are developed and prioritized. The recommendations are summarized in a roadmap format that takes into consideration business value, complexity and precedence.

Standard Operating Procedure Documentation – Improving operational efficiency depends on best practices and adherence to standard operating procedures (SOPs). CommVault works with customers to build a series of SOPs that will maintain a high level of operations consistency, can help cross-train new employees, and be used as the foundation for new SOP development.

Optional Components

- **Data Placement and Realignment Analysis** – Discover the scale of stale archive data in your current environment
- **Financial Modeling** – Business justification for proposed architecture improvements
- **Configuration Management Database (CMDB) Planning** – Develop a framework for embedding service catalog attributes into change management, release management and the CMDB
- **Service Requirements Questionnaire** – Consistently guide application owners to the appropriate level of data protection
- **Application Prioritization** – Understand which applications in your environment are most critical to your business and prioritize them for recovery

Key Service Components and Benefits



Component	Benefits
Standard Delivery Approach	CommVault [®] consultants and the knowledge base supporting them leverage years of industry experience and thousands of unique data protection and recovery customers to assess the operational efficiency of your IT environment. Their skill and expertise is incorporated into a facilitated workshop approach that helps clients quickly identify, quantify and prioritize data management gaps.
Operational Efficiency Assessment	The Operational Efficiency Assessment includes input and direction from the client's key stakeholders in addition to a thorough examination by CommVault's highly qualified consultants. This approach ensures that a full understanding of data management operations efficiency is developed quickly and accurately.
Prioritized initiatives	CommVault specialists work with the client to develop a prioritized number of strategic, tactical, and operational activities that will help them improve their data management capabilities in alignment with business goals. Key service level attributes of the future data management environment can be implemented by CommVault's experienced engineers to ensure that benefits are realized in a timely fashion.
Results and Recommendations	CommVault consultants deliver their findings and proposed adjustments to data management operations through an interactive, executive level presentation. They also provide detailed advice about the critical gaps, target goals and best practice approaches for closing those gaps within the constraints of the client's unique IT organization.
Transparency in Transformation	The engagement assesses areas within the client's IT organization that are being shaped and transformed by regulatory influences or by disruptive, game- changing technologies. Making these issues more transparent helps clients understand which factors are simply evolutionary and which are truly disruptive so they can determine how best to prioritize their responses to these challenges.

For more information about CommVault Simpana[®] software and services please visit <http://www.commvault.com/>



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