



## backup reporting services



Ensure your backup and recovery processes keep performing.

Are your backup and recovery processes in line with your business requirements? Datalink combines tools-assisted analysis and specialized expertise into a solution that gives you a clear view into the performance of your IT environment. With Datalink backup reporting services, you receive the unbiased analysis and critical information you need to mitigate risk and optimize your infrastructure.



# Report backup success rates, meet service-level agreements, and alert key data stakeholders of their data protection status – all in an easy-to-use, automated fashion.

## QUICKLY IDENTIFY AND SOLVE ISSUES

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Datalink backup reporting services give your organization visibility to key data. You'll never be caught off guard by missed service-level agreements (SLAs) or other problems within your backup and recovery architecture.

- In-depth, quantitative reporting – Driven by a technology-enabled tool, our services provide you with detailed information that will quickly become a critical and valuable element of your data protection planning and day-to-day operations.
- Baseline problem identification – In-depth reports help you clearly identify backup and restore bottlenecks. Access to baseline metrics will ensure you can measure your existing and future performance.
- Improved visibility into backup and restore metrics – You'll get a snapshot of existing backup and restore SLAs; predictive analysis of utilization; and comprehensive, granular drill-down analysis.
- Ongoing monitoring and management – You'll have the ability to continuously watch over your backup and restore environment through a portal that is available 24x7 from any compatible web browser without the need for client software. With a comprehensive view of the inner workings of your backup and recovery infrastructure, you can promptly identify processes that are out of compliance.
- Better troubleshooting – Should issues arise, Datalink customer support will have the same detailed information about your environment that you do – enabling the support team to more quickly and seamlessly diagnose and troubleshoot issues.
- Custom reports – Our web interface provides incredibly rich reports right out of the box. You can also create custom reports through a powerful, but easy-to-use SQL-query interface.

## RECEIVE RELIABLE BENCHMARKS THROUGH TECHNOLOGY-DRIVEN ANALYSIS

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Our backup reporting services are driven by robust data protection and recovery management software, hosted by Datalink and powered by APTARE® StorageConsole®. This proven technology is part of StorageScape, a suite of Datalink tools designed to help organizations better optimize their IT infrastructures. We will install a data collector at your site that securely gathers backup-related information with minimal impact on your environment, and sends it over a secure connection to the StorageScape service portal. Datalink backup reporting services give you 24x7 access to the portal.

## RECEIVE IMMEDIATE AND TANGIBLE BENEFITS

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Datalink backup reporting services give you tangible, concrete data that will help you proactively gauge the health of your backup operation.

- Measure the performance of your organization's backup technologies and pinpoint problems more quickly
- Determine whether or not your company is meeting its SLAs
- Gain valuable insight so you can make informed decisions regarding future technology purchases
- Better adhere to compliance policies that govern the integrity of your organization's data

## GET RAPID RESULTS THROUGH SUPPORT SYNERGY

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Seventy-five-percent of all calls to the industry-leading Datalink OneCall<sup>sm</sup> support services call center are answered by knowledgeable and certified engineers within 60 seconds. These experienced support engineers have access to the data and reports generated through the backup reporting service. This visibility helps facilitate resolution of support issues, giving our engineers the information they need to immediately start troubleshooting problems upon receipt of your call.

## TAKE A PROACTIVE APPROACH TO BACKUP AND RECOVERY

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Datalink backup reporting services allow your organization to proactively uncover and diagnose backup issues. By closely tracking backup problems and areas for improvement, you'll be able to effectively evaluate your backup solution and optimize its performance – helping you mitigate risk, ensure your IT organization is complying with corporate policies, and provide maximum business value.

## Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.

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