Improving Backup & Recovery for a Federal Law Enforcement Client

With Jeskell support services and IBM Virtual Tape System, a federal client with geographically dispersed data centers achieved shorter recovery times and a more efficient recovery plan for their important production data.

www.jeskell.com

The Challenge

A long-time IBM mainframe client wanted to improve their backup and disaster recovery processes. Their existing practices involved backing up production data to tape, then sending the tape copies offsite for disaster recovery. This process limited the client to long recovery times and higher risk for data loss.

The client – a federal law enforcement agency – resolved to reduce those long local recovery times and provide a highly available remote recovery location for disaster recovery. With data centers located in several widely dispersed geographical locations, they needed a solution that could provide immediate local recovery and near real time remote recovery at any of their facilities, in the event of a disaster. Besides this improved recovery time (RTO) objective, the client also wanted to significantly reduce their potential loss of data, or recovery point objective (RPO).

The Solution

With over 25 years of experience working with federal clients and deep expertise in complex systems integrations, Jeskell designed a solution to meet all of these requirements. The client was able to alter their existing backup and recovery processes without significant downtime, while making improvements to the system and to their off-site disaster recovery capabilities.

Working closely with the client, Jeskell engineered a solution that offers outstanding virtualization capabilities for continued data protection. Jeskell recommended a high-quality virtual tape system, with implementation and customization services to be provided by Jeskell. The virtualization solution provided a disk and tape hierarchy designed to improve backup, restore performance, and make high availability more efficient. Jeskell recommended this particular solution for the client because it provided quick backup and restore locally, while reducing the dependence on tape backup and replicating production data in real-time for high availability and disaster protection. The solution also included a tape library on the backend for long term archive.

One of the most critical success factors to the solution was the client's recognition of the need for Jeskell support services. Despite having impressive credentials and decades of mainframe experience, the client's staff knew they needed to get a project of this scale and importance exactly right, on the first try. They chose to leverage Jeskell's extensive experience to ensure successful implementation.

The Outcome

With Jeskell's guidance, the client improved their backup and restoration performance, while reducing recovery time for production data at a remote site in the event of a disaster at any of their dispersed sites. And they were able to convert and migrate their current backup data from older tape technology to the new virtualization solution smoothly, without major access disruptions or unforeseen problems.

The key to success in this case was the client's recognition of what was truly valuable. Rather than trying to "DIY" a major IT project, they realized it would be less expensive, less time-consuming, and far less risky to work with a trusted partner who could guide them through the process by offering deep expertise and time-tested experience. Thanks to the client's insight and Jeskell's expertise, they were able to achieve their backup and recovery goals.

Premier
Business
Partner
IBM

Is your agency contemplating a large-scale backup and recovery project? Contact Jeskell to learn how we can put you on the path to success.

Visit www.jeskell.com/hps or Call 1-877-JESKELL