

## CREATING CUSTOMIZED SERVICES ON A NEW CONTRACT VEHICLE FOR A FEDERAL FINANCE CLIENT

By partnering with Jeskell and switching to a new contract vehicle, the finance office of a major U.S. agency obtained custom-tailored services for its DASD data encryption project.

### THE CHALLENGE

A long-time IBM mainframe client wanted to improve its backup and disaster recovery processes. The 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 greatly increased its 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, it needed a solution that could provide immediate local recovery and near real-time remote recovery at any of its facilities in the event of a disaster. Besides this improved recovery time objective (RTO), the client also wanted to significantly reduce its 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 its existing backup and recovery processes without significant downtime, while making improvements to the system and to its off-site disaster recovery capabilities.

Working closely with the client, Jeskell engineered a solution that offered outstanding virtualization capabilities for continued data protection. Jeskell recommended a high-quality virtual tape system and provided implementation and customization services. 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 because it provided quick backup and restore capability 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 archiving.

One of the most critical factors in the success of the solution was the client's recognition of the need for Jeskell support services. Despite having impressive internal 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 – and its focus on mission enablement – to ensure successful implementation.

### THE OUTCOME

With Jeskell's guidance, the client improved its backup and restoration performance, while reducing recovery time for production data at its dispersed, remote sites in the event of a disaster. Additionally, the client was able to convert and migrate its 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, the client realized it would be less expensive, less time-consuming, and far less risky to work with a trusted partner whose deep expertise and time-tested experience could guide them through the process. Thanks to its insight and Jeskell's expertise, the client was able to achieve its backup and recovery goals.

Is your agency seeking custom-tailored services for your agency's unique requirements through a GWAC vehicle? Jeskell and CIO-CS can help. Visit <http://www.jeskell.com/cio-cs> or Call 1-877-JESKELL