

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 its important production data.

THE CHALLENGE

A federal finance client needed to encrypt its direct access storage device (DASD) data at multiple off-site locations, while staying compliant with a variety of requirements and regulations unique to the agency. It required a partner who could make expert recommendations and implement the encryption of its federal client's data, which included both data at rest and in motion. Contract guidance on the best way to write an RFQ for the kind of specialized services the client needed was also essential.

The client quickly identified Jeskell as the right partner for the job. With over 25 years of high-performance systems integration experience, including many encryption and other security implementations, Jeskell easily met the client's capability demands. But Jeskell did not have a presence on the contract vehicle the client initially selected; nor were the unique service descriptions the client wanted available yet in Jeskell's product catalogue.

THE SOLUTION

To ensure the client was able to procure the specific, customized services it needed, Jeskell worked quickly to assist the client in moving to one of its contract vehicles – namely, CIO-CS. Jeskell reached out to the CIO-CS response team, which connected with the client

to educate them about the contract vehicle and help with onboarding. The client was able to quickly shift its RFQ to the CIO-CS contract. Next, Jeskell turned to the task of adding the client's service descriptions to its catalog. Despite a common misconception that CIO-CS is exclusively for hardware and software, it also allows for services. Jeskell was able to rapidly create new part numbers for the unique services the client required.

THE OUTCOME

In this case, Jeskell was able to provide the client's requisite services in-house, using its own small team of expert systems engineers. But anticipating that future engagements might require services beyond Jeskell's expertise, it is partnering with Forrester to provide a more comprehensive list of services to customers via the CIO-CS contract. Some of these services will include Forrester Advisory Days, consulting, CX index, and consumer and business technographics products. These services will be rendered in combination with Jeskell's expert assistance as an experienced systems integrator.

Thanks to Jeskell's specialized contract knowledge, responsiveness, and services, the client was able to obtain the right service descriptions in its contracting documents. This infused greater clarity, precision, and confidence into the agreement as a whole.

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 <http://www.jeskell.com/hps> or Call 1-877-JESKELL