



ORIIUM Help Foundation Trust Streamline Management and Free-up Resource

About The Customer

NHS Foundation Trusts are at the cutting edge of the Government’s commitment to devolution and decentralisation in the public services, and are at the heart of a patient-led NHS.

The client had a common problem that many organisations find themselves experiencing. How do you balance your IT resource efficiently across the entire business? With an existing backup platform based on Commvault’s award-winning enterprise solution, they knew they had the right software to accompany their vast data protection needs but having the appropriate time to manage their solution on a daily basis was beginning to be challenging, especially in an industry where budgeting was being squeezed.

The Challenge

- › Shortage of staff resource for daily management
- › Backup windows consistently exceeded
- › Un-reliable backup infrastructure

The Requirements

- › Enable customer to free IT resource
- › Deliver a management model that delivers value to client
- › Resolve backup window issues
- › Diagnose and resolve infrastructure instability

The Solution

- › Commvault health check
- › Commvault managed service



The Benefits

- › Remote managed service with constant job monitoring & proactive management 24/7
- › Platform health check identifying and enabling resolution of existing stability issues and mis-configuration
- › Saving resource which can be redeployed to other areas
- › Managed service provided by Commvault solution and support specialists

Over-running Backups

With an estate containing in excess of over 250 physical and virtual servers, delivering various application and file services critical to the trust’s daily operation, the client firstly needed help with getting on-top of their platform issues which included backup jobs failing to complete in an appropriate time frame resulting in constant daily failures.

Identifying and Optimising

Analysing the client’s current platform in the form of a health check, ORIIUM’s Commvault solution experts where able to successfully identify underlying issues with the performance of key infrastructure components attributing to instability of their solution. Further to this analysis, re-configuration work was then completed to enable the effective optimisation of daily jobs, allowing backup windows to be significantly reduced and providing greater job success rates.

Delivering an on-going managed service which takes on the daily management and support of their on-premise solution, ORIIUM enabled the client to free up valuable IT resource to re-use for other purposes whilst ORIIUM’s 24/7 service desk handled all monitoring of their existing Commvault data protection solution.



Optimised Systems

In-depth analysis enabled resolution of instability and slow performance



99% SLAs

Following health check and solution optimisation, backup SLA’s dramatically increased



Resource Savings

Using a managed service enabled significant savings on internal resources

