

OpsCenter Analytics

Overview

As data grows, backup and archive operations are becoming increasingly complex, and customers are finding great gains in operational productivity from leveraging backup and archive reporting and service-level management disciplines. It is very difficult to improve on a process that isn't measurable, so the first step is defining, monitoring, and analyzing data on an ongoing basis. Added to data growth and complexity are government regulations and corporate governance projects that force backup and archive administrators to prove backup and archive service-level compliance. Another challenge is that backup and archive operations are typically run as a silo that has little or no alignment with business needs or understanding of how much backup recovery and archive operations cost the business.

Product highlights

- **Reporting across heterogeneous backup and archive applications**—Centralize and normalize reporting across disparate backup and archive environments, including Symantec NetBackup™, Symantec NetBackup PureDisk™, Symantec Backup Exec™, Symantec Enterprise Vault™, EMC NetWorker, and IBM® Tivoli Storage Manager
- **Reporting on Microsoft® Exchange® archiving from Enterprise Vault**—Multi-site capability for Enterprise Vault reporting across all archiving deployments
- **Long-term data retention for trending and analysis**—Better predict backup and archiving storage consumption by looking at your growth rates over time. Whether you need to analyze your trends year over year,

or even further back, you can do so with the wealth of data OpsCenter Analytics retains with a configurable time range

- **Analyze risk and quantify exposure**—Assess recoverability of business critical clients and applications
- **Perform business-context reporting**—Tailor content to the intended audience, for example, by line of business, by geography, or by application
- **Simple, direct upgrade path from Veritas™ Backup Reporter from Symantec**—Retain your previously collected data and reports from Backup Reporter
- **New intuitive user interface**—Completely revamped user interface that has undergone multiple usability studies
- **Easy test drive with a demo license entered in OpsCenter**

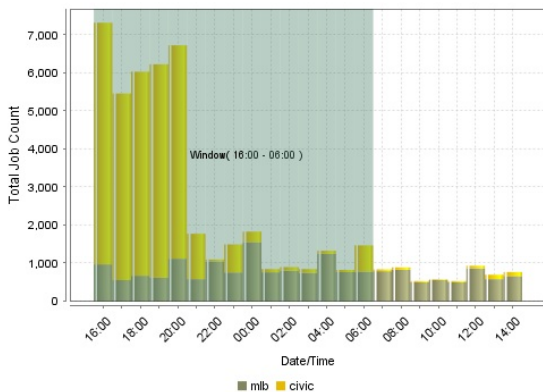
Effective business and IT planning

With data volumes growing exponentially year over year, IT staff require ample insight into their information management infrastructures for effective business planning of their backup and archive operations. It is imperative to be able to quickly identify growth trends and resource needs in order to ensure backups occur within established backup windows. OpsCenter Analytics provides reports that aggregate historical data to help support accurate forecasting of critical resources such as tape media. For further flexibility, OpsCenter Analytics allows you to analyze costs and charges by application,

department, geography, or whichever business-level views you have created.

Verify backup service-level compliance

External demands from regulatory agencies, bodies, shareholders, and other key stakeholders have changed the paradigm, requiring IT staff to rethink how their data protection operations are run. It is critical for organizations to be able to prove the recoverability of key information assets, to document compliance with recovery-time and recovery-point objective (RTO and RPO) requirements, to analyze risk and quantify exposure, and to assess the recoverability of clients and applications. The customizable, sophisticated, and flexible reporting capabilities of OpsCenter Analytics can help identify and monitor such risk. These reports could be automatically emailed to designated key stakeholders such as the CIO, legal team leads, and financial business leaders.



Historical view of the number of jobs that took place based on the hour that they completed.

Confirming whether backup operations are within the established backup window is a critical component of confirming backup service-level compliance.

Align backup and archive with the business

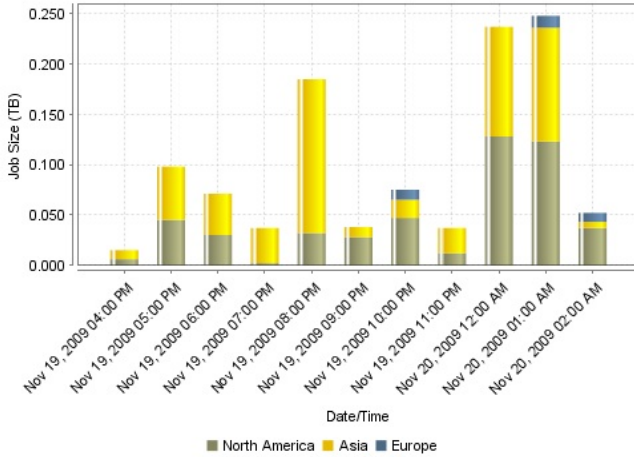
Because of budget constraints, cost allocation has become essential. IT managers need the flexibility to relate backup and archive infrastructure costs to business owners for chargeback and to do sophisticated cost analysis. OpsCenter Analytics makes this process easy by consolidating and allocating costs across backup and archive services using pricing models that are defined to meet the business need. Invoices can be presented to business customers and export chargeback tables sent to third-party billing systems; or simply use the data to analyze and justify expenditures.

Customized hierarchical views and reports

OpsCenter Analytics' hierarchical, business-level views allow organizations to track and analyze backup and archive operations by whatever view best aligns with their business needs. Some common business-level views include geography, service level, or application. These views can be created quickly through the interactive GUI or by importing information from your asset or configuration management databases. There are facilities to automate the import of these business views.

OpsCenter Analytics maintains hierarchies that identify and eliminate the overlaps and gaps that create report discrepancies. View top-level summaries of your areas of responsibility or drill down to the layer or asset of immediate interest. The process is easy to set up and navigate, so it takes the burden off skilled data center staff—even non-specialist and help-desk staff can see how the backups are working. Since OpsCenter Analytics supports information tailored to the requirements of the recipient, business users and IT managers have the

information they need to do their jobs without wading through the technical details.



Historical view of total job size by geography

Business-level views that are hierarchical is an excellent way to track total backup job size globally across data center locations.

Scalable and heterogeneous support

As data centers grow and become more complex, so does the job of managing the backup and archive of the company's most critical asset—its data. OpsCenter Analytics makes advanced reporting of the backup infrastructure easy with a scalable architecture that supports environments of any size. So when your data protection environment grows, the reporting capability does too. In addition, today's data centers are typically heterogeneous environments—which can mean multiple backup and archive applications to manage. OpsCenter Analytics helps by normalizing data across disparate applications so terminology is consistent. Regardless of the backup and archive application, this helps to centralize the reporting across the entire backup and archive operation.

Deployment architecture

Key components

- **Lightweight, Web-based interface**—Allows for access by any authorized person without installing additional software
- **An embedded database**—No database licensing to purchase
- **OpsCenter** with agent-less data collection
- **Supported applications**—NetBackup, NetBackup PureDisk, Backup Exec, Enterprise Vault, EMC NetWorker, and IBM Tivoli Storage Manager
- **Comprehensive reporting**—Based on backup image, policy, schedule, skipped file, log, job, disk and tape drive, and deduplication information from backup applications, along with Enterprise Vault reporting on Exchange data archived by archive site, provisioning group, Enterprise Vault server, Exchange Server, and mailboxes, including quota information

Additional highlights

- **Tape library reporting**—Provides full visibility into each library to track media and tape drive availability to ensure capital funds are utilized to their fullest potential
- **Maximum reporting scalability for large enterprises**—Offers proven scalability, reporting on thousands of clients, with hundreds of reports per day accumulated across dozens of backup domains
- **Customized dashboards**—Dashboard allows you to display your own personally chosen set of reports
- **Accurate measurement of backup success**—Sophisticated success rate reports handle

complex technical configurations/constructs like multi-streaming and retries to produce a true success rate based on the final outcome

- **Automated generation and distribution of reports**—Scheduled email and export of customized reports sent to the interested parties

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