

Service Provision using TSM

Peter Hough

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peter.hough@sungard.com

SunGard Availability Services

Mission

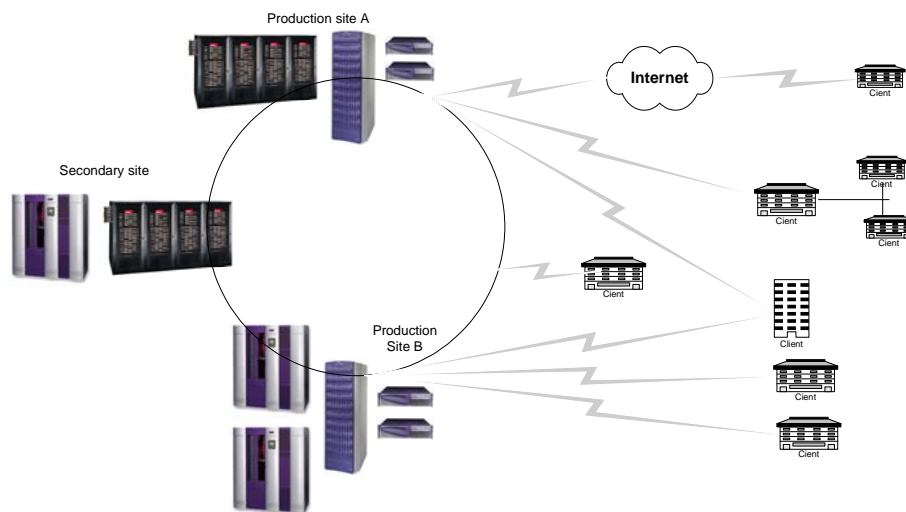
- **“Using people and technology to ensure clients never lose access to critical business data”**

- \$1.3 billion revenue
- 2,400 employees in 12 countries
- > 10,000 Clients
- > 3 Million square feet of recovery facilities
- > 70 Recovery facilities
- > 20,000 end-user positions
- > 100,000 recovery tests executed
- 25,000 miles of optical network

Vaulting Services

- **TeleVault**
A fully managed service for medium to large corporates who want to back up UNIX, Windows or Netware servers (or databases) – using TSM
- **VytaVault**
For small to medium enterprises to backup their Windows, Linux, Solaris or HP servers
- **MobileVault**
For any organisation requiring the backup of laptops or desktops.
- Data backed up across a communications link to a Vault on a SunGard site

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- **TSM SERVERS**
 - Solaris, Windows
 - 9840, AIT2, LTO, DLT, Worm storage
 - TSM 5.1.5, 5.1.6, 5.2.0

- **CLIENTS**
 - Windows, Netware, Apple, Linux, Solaris, HP-UX, AIX, DG, SCO
 - Exchange, Notes, SQL Server, Oracle
 - ADSM 3.1.0.8
 - TSM V3, V4, V5

Why TSM?

- **Logical full backups**
 - Variety of clients supported
 - Strength of development / support team
 - Integrated client/server architecture
 - Credibility

What do customers like?

- Ease / speed of file restores
- Multiple versions on one screen
- Choice of interface (CLI, GUI, Web)
- Speed of backup
- Point in time restore

Customers concerns

- **Bandwidth requirements**
- **Long term backup/archive**

XXX data retention policy requires the bank to keep a full weekly (Friday) backup for 7 years and a monthly (last day of month) for 7 years offsite.

Issues - Pricing

- Customers want an easily understood and pre-determined price
- We want to charge based on cost to the business
- Solution – compromise
- We charge on “vault allowance” (i.e. data stored on TSM server)

Issues - licensing

- Model changed
- How to collect processor information
- We “guess”

Issues - reporting

- **Customer - Have my backups worked / failed?**
- **Administrator – which backups have failed / missed (and why)?**
 - “at a glance” server health check

Issues - SLAs

- **% backup failures**
- **Availability**
- **Restore speed**

Issues - Reliability

- A client release a week
- A server release (or two) a month
- Design issues

The future - questions

- Is TSM right for small customers?
- Is TSM right for long term archive?

The future – hopes!!

- Solution for monthly / yearly archives of backups
- “Migrate Inactive” capability
- Combined replication / backup
- “Platform neutral” storage
- On-line db audit and repair