

Improving storage management and operations in large, distributed environment

CUSTOMER PROFILE

One of the nation's foremost investment and insurance companies is the largest seller of individual annuities in the United States and is a leading provider of investment products, life insurance, group and employee benefits, automobile and home-owner products, business insurance, and reinsurance. The company serves customers through independent agents and brokers, financial institutions, affinity groups and via the Internet.

Problem

Increasing management efficiency and overall storage operations

Meeting the needs of millions of customers, 11,000 independent agencies and over 100,000 registered broker/dealers requires an enormous IT environment and a tremendous storage infrastructure. The company serves its constituencies well by maintaining two large data centers. Even with a highly skilled IT staff, however, increasing storage demands had made day-to-day storage management tasks unwieldy and time-consuming. The company also lacked a consistent method for tracking and reporting on its valuable storage assets, particularly its backup environment. To improve overall efficiency and management of its storage infrastructure, it needed to bring in the technology necessary for implementing a centralized storage management strategy.

Solution

Automate routine tasks and centralize storage management

After considering a number of solutions, the company chose Global Storage Manager software from Storability Software. The software's comprehensive reporting and trending capabilities, as well as its ability to manage both disk and backup environments, set it apart from competing approaches to centralized storage management.

The company has installed Global Storage Manager software to manage devices from Network Appliance, and EMC along with their VERITAS backup environment. For the first time, it has insight into all components in its storage environment, across multiple vendors and locations. Global Storage Manager software provides a single, enterprise-wide view of SAN, NAS, and direct-attached primary storage, secondary and archive backup systems, and applications, including its Oracle and SQL databases. Key managers throughout the company have access to real-time and historical reports on configuration, operational status, performance monitoring and trending, utilization, assignment and resources availability, and much more. The information is automatically adjusted to conform to the user's role in the enterprise.

Through Global Storage Manager software, the company has achieved its goal of improved monitoring of the backup environment. The software tracks all activities and immediately identifies incomplete backups. In addition, administrators receive detailed reports that include backed-up gigabytes, backup job logs, catalog disk capacity, schedule graphs, media reports, backup SLA conformance and backup detail by user.

The GSM software advantage

More successful backups, improved staff productivity, and increased data and application availability

This customer has significantly improved overall storage management operations since installing Global Storage Manager software. Integrated, real-time views have dramatically improved backup completion rates and increased availability of applications and data. Global Storage Manager software has enabled the IT organization to automate or eliminate many routine tasks, and increased productivity by allowing each administrator to efficiently manage more of the distributed storage environment.

About Storability®

A leading provider of storage management software, Storability is a division of StorageTek® and a vendor-neutral resource for companies seeking to measure and manage their storage like a business. Storability's Global Storage Manager (GSM) software complements StorageTek's robust information lifecycle management (ILM) offerings and allows enterprise organizations to optimize asset utilization, increase management efficiency, enhance quality of service and achieve higher availability.

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