



PROACTIVE SUPPORT, MONITORING AND MANAGEMENT OF TIVOLI STORAGE MANAGER (TSM) ENVIRONMENTS

As a leading solution provider, ConvergeOne offers the highest level of remote support service for customers in need of TSM solutions in the most efficient and cost-effective manner. With our datacenter managed service, we are able to improve backup success rates as well as dramatically reducing the cost of running TSM.

Features of C1 Datacenter Managed Services for TSM:

- > Unique and patented software technology
- > IBM accredited support personnel
- > Proactive monitoring of your TSM environment
- > Access to view information and reports in real-time

BENEFITS OF C1 DATA-CENTER MANAGED SERVICES FOR TSM

- > Reduced TCO- lower Operating and Staffing costs
- > Proactive risk prevention
- > Real-time alerts visible from a central location
- > Improve Capacity & Budget planning
- > Measurement of key performance and capacity metrics
- > Augment your team-access to TSM experts whenever needed

- > Incident management and issue diagnosis
- > System Reporting

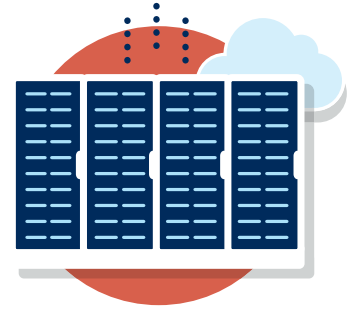
ConvergeOne will work with your team to plan, design, implement and support the C1 datacenter monitoring solution. If you need improved visibility of any area of your storage or backup infrastructure, we are able to provide an automated solution.

How Does It Work?

ConvergeOne will install the C1 client at your site to gather data from the TSM environment. The data is then encrypted and packaged, before being sent to the C1 Solution Center. Once the C1 server receives the data, the information is processed and events or incidents are created in the C1 incident management system. Alerts will be provided to the C1 Support Team, which triggers the ticket resolution process to begin.

Example Functions:

- > DB Backup Failures
- > Software Patches & Maintenance Upgrades
- > Storage Pool Management
- > Policy Management
- > Client additions
- > Data restoration assistance
- > TSM DR rebuilding/server recovery
- > Emergency Disaster Recovery



Enterprise Data Protection Report

Prepared by **Shirley King**
for **Company ABC Ltd**
on **2020-04-09 10:00**

Periods Covered:
This Period: **01st April - 08th April 2020**
Last Period: **01st January - 03rd March 2020**

Service Statistics	Total	Change Over Period	This Period	Avg. Month Last Period
Total Incidents Opened	4	40.0%	4	4
Priority Incidents Opened	4	100.0%	4	4
Critical Incidents Opened	2	50.0%	2	2
Client Additions	0	0.0%	0	0
Incidents Resolved	4	100.0%	4	4
Incidents Escalated Support Provider	0	0.0%	0	0

AREAS OF RISK

Risk of Non Recovery	Total	Change Over Period	This Period	Avg. Month Last Period
Backup Success Rate (%/Maximum)	98.0%	0.0%	98.0%	98.0%
(% Average)	98.0%	0.0%	98.0%	98.0%
(% Minimum)	98.0%	0.0%	98.0%	98.0%
Problems/Errors Free (Items/Maximum)	0	0.0%	0	0
Average	0	0.0%	0	0
Maximum	0	0.0%	0	0
Missed/Incomplete Backups (%/Maximum)	0	0.0%	0	0
(% Average)	0	0.0%	0	0
(% Maximum)	0	0.0%	0	0

Onwards out of Control

Amount of data stored in TSM has increased by 10% which is huge increase in such a short period. Investigate reasons why.

Capacity	Total	Change Over Period	This Period	Avg. Month Last Period
Backup file size (percentage)	98%	0.0%	98%	98%
Backup file stored locally (MB)	100,000	0.0%	100,000	100,000
Backup data stored locally (MB)	100,000	0.0%	100,000	100,000
Free storage available (%)	0.0%	0.0%	0	0
Free storage available (GB)	0	0.0%	0	0
Number of Servers backing up	1	0.0%	1	1
Number of Servers backing up	1	0.0%	1	1
Offsite used space to restore (GB)	0	0.0%	0	0

Free Space is at Critical Levels

Infrastructure free space has reduced to 10%. At the current growth rate, backup space will run out in 1 month unless emergency actions taken. 10% of used space could be reclaimed by deleting old nodes.

Enterprise Wide Backup Failures

Minimum backup success rate found to only 10% although the overall rate has increased. Initial scan the root cause of the enterprise wide backup? Recommended full investigation performed to reduce risk of repeat.

Monthly Consultancy Offerings

Company ABC Ltd currently has 100 TBs, increasing with 10TB/month.

10 TBs can be used for 10TB/month. Based on the 10TB/month highlighted above, the recommendation is to use 10% of used storage space. Potential work is charge at £1,000 per TB.

Over the growth in servers over the last month we would recommend a 10TB (100TB/10 TB) to identify the differences in server utilization vs server usage. This will highlight if there are any space issues, and prevent any additional capacity.