

## A FORSYTHE CASE STUDY

# Storage Assessment Services

## A National Telecommunications Company

### Business Challenge

Mounting storage maintenance costs were forcing this customer to question whether it needed to continue with its current storage strategy or move to a different architecture and vendor with a lower associated cost. Performance had become an issue. Backups were missing the allotted application downtime window, which consequently meant that service level agreements with the dependent business units were not being met. Additionally, there was a significant amount of compliance-related information stored on tapes written on older technology, which was incompatible with the current software.

### Solution

Forsythe performed a storage assessment to collect data on the customer's existing storage environment to identify areas for improvement. One of the recommendations was to implement a tiered storage architecture to address availability, performance, scalability, and manageability. This architecture allowed the customer to relegate the less-frequently accessed data to a lower cost, more reliable long-term storage platform. Having this tiered approach also enabled the customer to offload the data from the end-of-life tape onto a more robust, self-healing platform that would provide accessibility for an extended period. A high-end storage tier was implemented to allow rapid recovery of transactional, dynamic data. This architecture met the security, fiduciary, and regulatory requirements for the company's information.

Forsythe provided application mapping for distributing the data in the new architecture based on performance demands, as well as the availability requirements for business-critical, transactional information, and less frequently-accessed application data. To address the customer's infrastructure concerns, Forsythe provided storage resource management tool selection criteria and outlined direction on a policy framework for how storage should be consumed, by what types of applications, as well as multi-pathing requirements and redundancy for business continuity considerations.

This assessment provided multiple backup and restore alternatives that addressed outdated media concerns with archival storage for future consumption.

### Results

With a tiered storage and information management policy in place, as well as a more robust architecture to meet current and future storage needs, Forsythe provided training to the administration staff that enabled them to more effectively manage the storage environment. The company was able to save on storage capital expenditures and prepare for the long-term consequences of retention, while aligning its information technology with the customer's business requirements.

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