Your IT environment can be restored in hours, rather than days, leading to increased application availability and increased revenue.

For virtually every business, the ability to move quickly to address new opportunities and challenges—in other words, business agility—depends on a highly available IT infrastructure. System downtime, whether it’s simply unplanned or due to a disaster, impedes business agility. It can impact your company quantitatively, causing unanticipated expenses or losses, as well as qualitatively, affecting your ability to effectively manage your operations and serve your customers. Fast recovery from downtime reduces losses, increases the availability of your revenue-generating applications, and improves business agility. The ability of an infrastructure to achieve quick recovery is one of the hallmarks of an Adaptive Enterprise, in which business and IT are synchronized to capitalize on change.

Fast recovery depends in part on the operational efficiency of your backup and recovery management environment and, in part, on how well that environment is integrated with your storage infrastructure. A successful integration provides more simplicity, agility, and value to your storage infrastructure. But achieving that integration can be time-consuming and complex. With your own IT resources stretched to the limit and numerous other business priorities on your plate, how can you accomplish the integration and reap the benefits of an Adaptive Enterprise?

Turn to HP for fast, effective integration

The HP Backup and Recovery Solution (BRS) service integrates your backup and recovery solution into an existing or new storage infrastructure. BRS provides end-to-end management of your entire integration process—including all planning, implementation, post-implementation reporting, and testing activities—mitigating the operational impact and risks associated with backup and recovery management integration.

When you use BRS, you can count on:

- Expert analysis to define your backup policies and operational procedures, as well as planning to meet your future needs
- Fast implementation of a configuration tailored to reduce your total cost of protecting data
- Significantly reduced potential for business interruptions due to installation or configuration problems in a complex, heterogeneous environment

Solutions for the adaptive enterprise.
Meeting your backup integration needs—from straightforward to complex

HP offers two levels of backup and recovery services: backup application integration and integration of IT management applications.

**Level 2, backup application integration**

This more-involved level of backup and recovery service focuses on integrating your backup environment with key, multivendor enterprise applications, such as SAP, Oracle®, Microsoft® SQL Server, and Microsoft Exchange.

Level 2 includes all of the following components:

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project management</td>
<td>A project manager works closely with you to determine your special requirements and customize a statement of work that defines the precise support you’ll receive. Your project manager then schedules and manages service delivery to your satisfaction.</td>
</tr>
<tr>
<td>Design activities</td>
<td>A dedicated storage engineer works closely with you to tailor a detailed implementation and test plan.</td>
</tr>
<tr>
<td>Implementation and testing of application agents</td>
<td>Application agents such as SAP, Oracle, Microsoft SQL Server, and Microsoft Exchange are implemented and tested.</td>
</tr>
<tr>
<td>Knowledge transfer</td>
<td>We hand over the solution to your operations staff, review any operational changes, and facilitate smooth operation.</td>
</tr>
</tbody>
</table>

**Level 3, integration of IT management applications**

This is the most-involved level of backup and recovery service, combining the integration of your backup environment with your IT management applications, such as HP OpenView.

Level 3 includes all of the features of Level 2, plus:

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment analysis</td>
<td>During this step, we analyze your current SAN and related backup architectures, system configuration, and operating system; identify your backup/restore window; and categorize the importance of your data. At this stage, we also evaluate and build an understanding of your speed, capacity, reliability, and cost considerations.</td>
</tr>
<tr>
<td>Backup architecture design</td>
<td>In collaboration with your IT staff, an HP technical consultant/storage management specialist will review your system architecture and configurations, network connectivity, and data center and backup environments against your business requirements. Then, your consultant will identify a superior backup design, including backup domains; data volume calculations; groupings of data into jobs; and backup device, drives, and media. Based on this design, the consultant will install, configure, and verify the backup software.</td>
</tr>
<tr>
<td>Integration into your management environment</td>
<td>Concerned that changes to your storage infrastructure may adversely affect your computing environment? At HP, we believe a well-designed integration plan can dispel your concerns and reduce disruptions to your business operations. BRS is designed to smoothly integrate with an HP OpenView management solution and your existing SAN-based infrastructure. As a final step, we provide a delivery worksheet and review the configuration and functionality of your new integrated environment with your IT staff.</td>
</tr>
</tbody>
</table>
Our BRS service begins as our HP Services team builds an understanding of your business and IT environment. Once that has been accomplished, we work with you to develop a comprehensive integration plan and timetable. Then we design an architecture that meets your critical needs; install best-in-class backup software from HP, VERITAS, or Legato; implement your solution; validate and monitor the configuration; and provide optional ongoing support and problem resolution consulting.

Optional ongoing support for your new environment
Our service doesn’t stop once we turn your integrated backup and recovery solution over to you. We are committed to providing ongoing support for your new environment so that it continues to deliver the simplicity, agility, and value your Adaptive Enterprise requires. We offer the following optional services, which you can choose depending on your needs:

- Access to HP Technical Support Engineers to meet your specific business requirements through the wide variety of HP support offerings
- Onsite visits by a services representative to resolve technical problems
- Customer advocacy within HP through your Technical Account Manager
- Installation of patches and bug fixes
- Maintenance of your system topology and account profile to expedite problem resolution

The benefits of using BRS
Using HP BRS service to integrate your backup solution into your storage infrastructure can result in numerous benefits to your organization, including:

**Reduced cost**—An integrated backup solution can reduce the cost of downtime associated with scheduled backup as well as unscheduled restoration. In addition, a standardized backup environment can reduce hardware, software, maintenance, and staffing costs.

**Reduced risk**—By improving data availability, HP BRS services reduce the risk of lost business, productivity, and profitability associated with data losses caused by disruptions in production and order processing, regulatory penalties, contract cancellations, legal fees, and damages.

**Fast restore**—With HP BRS, your IT environment can be restored in hours, rather than days, leading to increased application availability and increased revenue.

**Scalability**—The scalability of an HP solution allows you to add servers and storage capacity as your business grows, enabling growth and flexibility while protecting your investment.
Enhance your backup and recovery solutions

HP Services also offers the following related services to complement our BRS service:

**Architecture and design backup and recovery service**—a complete planning and implementation service for complex designs and architectures, with acceptance testing to provide customer satisfaction

**HP data migration service**—continuous data availability to service applications and users before, during, and after data migration. Terabytes of data can be migrated in a fraction of the time and cost of other solutions—without complex scheduling, system upgrades, or interruptions to business operations—using proven HP expertise.

**Zero downtime backup**—uninterrupted database backup with no performance impact on the primary server, the business application, or the LAN infrastructure

**Serverless backup**—creates a data snapshot in seconds and then backs up data directly from disk to tape without involving a backup server. Using this service, you can significantly reduce CPU and I/O overhead from application or database servers while eliminating the backup window altogether. The result is a new level of data protection and availability.

**Business continuity backup**—a highly available backup solution to provide data security and availability in the event of a disaster or system outage

Why HP?

It makes good business sense to choose HP BRS services for your backup and recovery integration. HP provides end-to-end management of your entire backup integration process—including planning, implementation, post-implementation reporting, and testing.

By turning this complex undertaking over to HP, you’ll save time and money, reduce risk, and enable your staff to focus on pressing business issues. You’ll also benefit from a more efficient, easier-to-manage, and less costly storage infrastructure that increases the availability of your critical applications—and delivers more simplicity, agility, and value to your Adaptive Enterprise.

The HP Backup and Recovery Solution service is backed by more than 65,000 HP service professionals in 105 response and operations centers in 170 countries for 24x7 support. These include:

- 5,000 high-availability experts
- 5,000 storage experts
- 28,000 Microsoft experts
- 18,000 UNIX® experts
- 3,000 Linux experts
- 7,500 system management experts
- 2,000 security experts
- 4,500 Cisco experts
- 2,500 NonStop mission-critical experts

For more information about how the HP Backup and Recovery Solution service can deliver all these benefits to your organization, please call your HP sales representative or local HP office, or visit us on the Web at www.hp.com/hps/storage