

### Silverstring provides backup insight for international insurer's IT team



*Specialist data protection software saves time and provides efficient, timely alerts and reporting for IT admins at, PGDS UK boosting service levels*

Part of the well-known Prudential financial services group, PGDS UK manages IT infrastructure for the Prudential Group's U.K. based Companies

Over the last few years the PGDS UK Storage team has engaged the storage management and data protection specialist Silverstring to provide additional support for storage infrastructure and software licences.

Encompassing around 5,000 backup clients and 3,000 nightly backup jobs, one of the key roles for PGDS' Storage team is to manage and maintain data protection and storage infrastructure across a large IT estate. It must also deal with growing volumes of customer and corporate data and maintain business-critical systems to minimise the risk of downtime and failures.

#### The challenge

Like most enterprise IT teams, PGDS needs to contend with rising data growth, continuous change and a limited amount of time for experienced IT professionals to react to any backup-related incidents or problems.

For administrators, this requires regular monitoring and maintenance to ensure consistent backup performance, including addressing failures, over-running backup processes and managing data growth so that everything is successfully completed in good time.

With a large environment to manage, one of the biggest challenges PGDS had was the level of time and resource required to create regular KPI data and reports on the backup and storage estate by manually merging spreadsheets. Alerts relating to the IBM Spectrum Protect (formerly Tivoli Storage Manager) data protection platform used by PGDS were not visible to Operations Support meaning that they had to be manually escalated in order to be resolved.

Meanwhile, with minimal visibility over a vast storage estate, manual reporting against KPIs was both challenging and time consuming, with Storage admins only able to take a high-level view of utilisation and performance.

#### The solution

Faced with these challenges, over the last year PGDS U.K. have introduced the Silverstring software solution as part of its daily data protection and storage infrastructure routine. Its aim was to use the advanced software automation which the tool provides to support increasingly stretched admins with day-to-day backup processes and enable them to react faster to alerts, improving service levels.

Specifically designed for users of IBM Spectrum Protect (formerly Tivoli Storage Manager), Silverstring automates the monitoring, alerting, capacity and risk management, event management and autonomic actions for TSM, saving time for admins and providing vital early warning.

To resolve issues faster and get the right information to the right team in good time, PGDS deployed Silverstring to send automatic alerts in the form of helpdesk tickets directly to Operations Support, enabling them to be managed and escalated according to the organisation's own best-practice processes.

Regular reports are also generated by the software to create both a high-level and detailed view, giving specialist admins more time to analyse the results, along with taking responsibility in a timely manner.

### **The results**

As well as delivering on the objective to save time for admins thanks to timely alerts and automation of key tasks, Silverstring also provides PGDS with complete visibility over the backup environment, including different business units and business-critical systems. This granular insight has increased awareness of the backup estate, allowing the PGDS team to more easily identify and resolve problem areas.

Having a shared interface and workflow also enables PGDS to call on Silverstring for specialist support as and when required. Meanwhile, the added automation which the Silverstring tool delivers means that IT teams no longer need to spend time searching through key areas in order to identify and resolve challenges, giving admins more time to focus on important projects and improve the service they provide for the business.

Automated ticketing via Silverstring has also meant that the right information is now being seen and dealt with by Operation Support or passed to the relevant PGDS team in a timely manner, increasing the speed with which alerts are dealt with because admins have more time to act. In turn, this has already had a beneficial effect on overall service levels within the organisation.