Celerity Limited
Reduces Customer Cloud and On-Premise Operations Costs by up to 50 Percent

Industry
IT Consultancy and Managed Services

Challenge
The firm needed to provide consistent, high-level data protection services for thousands of physical and virtual servers—while balancing costs.

Results
- Gained a single common platform for cloud and on-premise data protection management, supporting multi-vendor platforms and applications
- Reduced customer operating costs by 30-50 percent
- Provided continuous real-time reporting to accelerate problem resolution and improve resource utilization

Products
- Rocket® Servergraph

Application
- Backup Monitoring and Reporting

Company

Celerity Limited is a specialist IT and business consulting firm that secures and manages petabytes of highly sensitive data for government, defense, healthcare, financial, and commercial organizations worldwide. Based in Kirkham, UK, the company has provided customers with value-added consulting and managed services across multiple computing environments and platforms for more than a decade. Its mission is to safeguard information assets and maximize return on investment while building trusted partnerships where security, integrity, and agility are paramount.

Challenge

As a high-tech service provider and consultancy, Celerity is committed to providing offerings around its expertise in storage management and data protection for a market where customers face challenges that are unique to their own segments. Many of the firm's clients were struggling with budget cuts and needed a new approach to managing their IT infrastructures. To offer cost-effective services, Celerity needed a foundational monitoring and reporting system that could consistently scale to manage thousands of backup nodes across an eclectic mix of hardware, software, and implementation models.

Solution

Celerity examined several products that could monitor and report on IBM Spectrum Protect (formerly TSM), which isthe primary backup software for the majority of its customers. Many customers also used Veeam to back up virtual machines, as well as a mix of storage technologies including IBM ProtectTIER, EMC Data Domain, and other Virtual Tape Libraries. Rocket® Servergraph proved to be the only solution capable of supporting all these technologies locally, remotely, or in the cloud. With Servergraph, for the first time, Celerity could produce reports covering all of its environments with a single console for a true end-to-end view.

Results

"One of the critical advantages we discovered in Servergraph is that we have the ability to deploy it in the way that best suits our customers: cloud, directly connected into their site, or as a traditional on-premise version," said Celerity principal consultant Darren Sanders, who is responsible for the company's Data Custodian offering and its cloud portfolio. "This allows us to be more responsive to our customers' infrastructure requirements, helping improve efficiency and meet their business goals without them having to change their current operations."

In addition to real-time alerts, Servergraph automatically sends daily, weekly, or monthly reports to end-users and management based on each customer's operational needs. "These periodic reports provide our customers with certainty and peace of mind that their current level of data protection is meeting their business requirements," explained Sanders. "When we combine Servergraph with our Data Custodian offerings, we've been able to show our customers on average 30-50 percent cost savings per year."

Sanders added, "Customers log into a secure Celerity portal that allows access to only their company data, for standard as well as customized reports we create with Servergraph." Thanks to efficiencies gained from the automated reporting, Celerity staff that formerly spent hours collecting, organizing, and massaging data could be redeployed to more strategic initiatives.

Celerity also integrated Servergraph trend reporting into its service offering for better collaboration with customers and enhanced consulting opportunities. "For example, Servergraph helped us improve tape utilization in a library and free up media available to store data, avoiding additional media purchases and preventing capacity issues," Sanders said. "We can now model the current growth rates to accurately determine when a customer really needs a library expansion."

Servergraph now plays a critical role in providing real-time monitoring and reporting for Celerity customers' varied data protection environments. In fact, for the past four years Servergraph has helped Celerity manage more than 1.5 petabytes of onsite customer data and at least that amount in offsite disaster recovery copies.

According to Sanders, "Service and support from Rocket has been excellent. Their engineers have the talent to keep up with our customers' evolving requirements and the services we want to bring to the market across cloud, direct-connect, and on-premise versions of the Celerity Data Custodian Storage Management and Data Protection solution."

> " *When we combine Servergraph with our MSP offering, we've been able to show our customers, on average, a 30-50 percent cost savings per year.* "

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