

# Financial company **safeguards** valuable data without **breaking the bank** with Meridian IT



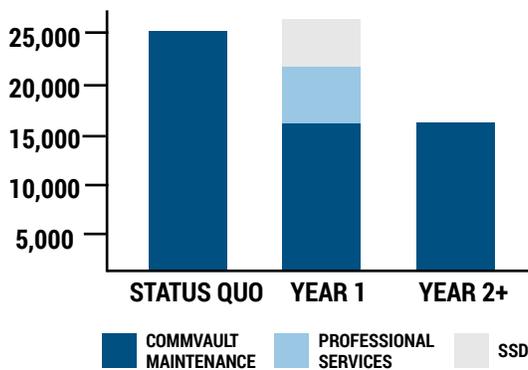
## SUSTAINED JOB FAILURE RATE

Willingness to maintain course severely diminished by inability to get successful backup jobs



## EVALUATE NEEDS FOR SUCCESS

Only a fraction of backup failures resolved through services efforts. Client required software configuration & hardware refresh to resolve 100% of backup issues.



## 45 DAYS LATER...



**Remediation** - New hardware implemented and services delivered to achieve 100% job success rate.



**Licensing** - Additional snapshot features added to license capabilities with no upfront capital expense. Client just pays an extra \$16 per month.



**Support** - Meridian's first call support relieved client's duty to manage ticket for resolution saving client 75% effort on average.

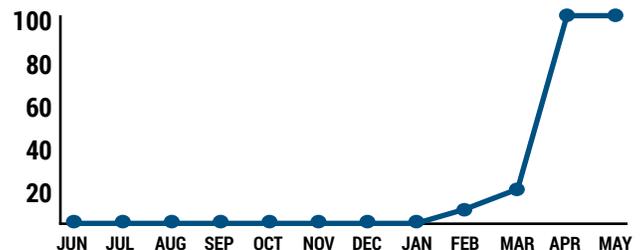
# 20%

## REDUCTION

of tape usage through optimized policy design performed as part of service engagement



## LAST 12 MONTHS SLA TREND



## CUSTOMER CHALLENGE

For many companies, data is their most precious resource. This makes backups an essential defense against business risk. That's why a leading financial company took urgent action when its production storage array failed, and it found that the most recent successful Commvault backup was six months old. The enterprise discovered that its backups were effective only 2 percent of the time, and its relatively lean IT team did not have time to follow up on all the support tickets submitted to Commvault. The firm began seeking an alternative approach, before it lost data and experienced a negative impact on its business.

## CUSTOMER SOLUTION

The financial company approached Meridian IT to investigate the possibility of switching from a Commvault to a Veeam backup solution. Instead, Meridian IT suggested a health check exercise, focused on identifying the cause behind the failed backups. The evaluation revealed that a malfunctioning tape library, the firm's archive solution, was a key factor in poor backup performance.

To breathe new life into the company's Commvault environment, Meridian IT put together a proposal, including professional services to redesign the backup solution, new licensing, ongoing support and additional hardware. The firm agreed, and within six weeks of the implementation, backup performance was totally transformed.

## CUSTOMER BENEFITS

- 1 Slashed annual maintenance costs by 28 percent**  
By accepting the Meridian IT proposal, the financial company reduced its yearly maintenance costs for the backup solution from \$25,000 to \$18,000. As a result, the enterprise accelerates returns on its investment in Commvault technology.
- 2 Improved backup success rate by 98 percent**  
Less than six weeks after deployment, the company's backup rate increased from 2 percent to nearly 100 percent, reducing the risk of data loss dramatically. The firm gains peace of mind that it is well-equipped to recover in the event of a disaster, with minimal effect on service continuity.
- 3 Enhanced support with lower effort**  
Meridian IT monitors the company's backup environment on an ongoing basis, flagging up any potential issues so that the IT team can take corrective action before they turn into significant problems. By liaising with Commvault support on behalf of the firm, Meridian IT also secures faster response to tickets with less effort required from the firm's IT team.

Contact Meridian IT today to find out how you could unlock greater value from your Commvault solutions – **we can help you improve performance and save costs!**

### ABOUT MERIDIAN IT INC.

Meridian IT Inc. is part of Meridian Group International, operating since 1979. Headquartered in Deerfield, IL, Meridian IT works with clients domestically and across many international borders to modernize technology strategies, deliver innovation, and maximize business productivity. Partner with us to unlock your company's true potential. Learn more at [www.meridianitinc.com](http://www.meridianitinc.com) or [www.onlinemeridian.com](http://www.onlinemeridian.com).

### HEADQUARTERS:

Meridian IT Inc.  
Nine Parkway North  
Suite 500  
Deerfield, IL 60015  
888.626.6131