

Performance Audit of your HT Backup System

Optimize Performance of your Backup System

BridgeHead Software's Health Check is a comprehensive performance audit designed to ensure that your organization achieves the maximum business impact from your backup system. The BridgeHead HT Backup Health Check is conducted by our experienced, professional services consultants focused on optimizing the performance of your HT Backup system. The BridgeHead consultants work closely with your IT staff to ensure your backups are operating smoothly and functioning error-free.

Ensure Backups are Operating Efficiently

BridgeHead HT Backup Health Check ensures that your backups are operating at maximum performance. Our consultants work closely with your staff to ensure your backups are operating properly and that performance is fully optimized. We report on current backup window time and review recent backup logs for errors and warnings. We diagnose and correct any backup errors caused by our software. We will also review your current installed component revisions to make sure you are running our latest versions. This ensures you have the most current BridgeHead HT Backup configuration, but most important, you have the optimum backup system for your company and data needs.

Ensure Backups are Configured Optimally

A key section of a HT Backup Health Check is a comprehensive review of all backup objects currently configured and running. Our consultants review each backup object for optimal configuration, and report on whether or not any improvements can be made in the way backups are currently configured. Such improvements, if identified, could result in faster backup times, faster restore times or possibly less tape usage, as some examples.

Test and Review Data Restore Procedures with Your IT Staff

Installing software and running backups is the easy part, the real question is 'can you recover in the vent of a disaster using those backups?' If you opt for a Level 2 Health Check our consultants work with your IT staff to perform actual test restores of data. This ensures that data recovery procedures are well understood and that your IT staff will have no problems recovering critical data if the need arises. Extra time can also be spent refreshing your staff on restore procedures if required.

A BridgeHead Backup Health Check is recommended if your organization has:

- Had IT staff turnover since installing HT Backup
- Expanded your MEDITECH environment
- Made infrastructure changes that may affect backup performance
- Installed HT Backup more than 6 months ago
- Had new business requirements around backup and disaster recovery

Benefits Summary

- Improve the performance of your HT Backup System
- Ensure backups are running properly and efficiently
- Minimize downtime in the event of a disaster
- Ensure your HT Backup System is meeting your business requirements
- Ensure your IT staff is up to date on procedures and comfortable restoring data.

HT Backup Health Check Options

Health Check Level 1

Health Check Level 1 is conducted remotely and includes the following:

- **System Review** – Review installed release levels of all components. Report on what components are out of date and need to be upgraded.
- **Backup Log Review** – Review recent backup logs for errors and warnings. Correct any errors and report back on reasons for warnings and recommended solutions - if any. Ensure backups are operating properly.
- **System Log Review** – Review windows system logs on the Control Node server for HT Backup related errors or warnings and correct where possible.
- **Backup Object Review** – Review of backup objects for optimal configuration.
- **Tape Retention Review** – Verify tape retention periods are sufficient for configured generations.
- **Scratch Tape Status** – Report on current status of available scratch tapes.
- **Backup Schedule Review** -- Review current backup schedules with IT staff and ensure that the schedules will continue to address the current business requirements. Ensure business requirements are being addressed.
- **CN/OM DB backup Review** -- Verify CN/OM DB backups and that the report email is sent. Ensure IT staff understands the importance of the CN/OM DB backup and how to properly save the email report.
- **Complete Health Check Report** – A complete Health Check Report signed and dated with a checklist of what was verified, its current state and any comments or recommendations.

Health Check Level 2

Health Check Level 2 is a more comprehensive check that includes all items in the Health Check Level 1, plus:

- **On site Audit** – HT Health Check Level 2 is conducted on site by a BridgeHead Software Senior Technical Support Engineer over a minimum of a 2 day period.
- **IT Staff Training** -- Ensure IT staff is fully trained on and comfortable with restore procedures.
- **System/Component Upgrade** – Provide upgrade of system configuration where required
- **Test Restore** – Perform a test restore to include part or all of the following:
 - File level and full state (Enterprise file servers)
 - Database
 - Exchange information store
 - ISB restore of 1 MEDITECH File Server (spare LUN required)
 - IDR restore of 1 MEDITECH File Server (requires customer SAN management expertise)

Learn More - www.bridgeheadsoftware.com

BridgeHead Software develops Enterprise Data Availability software to enhance the ways in which organizations manage their data and storage infrastructures. The company offers an intelligent approach to backup and archiving data and simplifies the related administrative processes.

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