

Global Data Vaulting helps clients secure sensitive information with data protection solution.

Overview

■ **Challenge**

To help its clients retain data for regulatory compliance and security purposes, Global Data Vaulting needed a flexible, scalable approach to back up and recover data based on business policy

■ **Why Become an On Demand Business?**

Implementing comprehensive data protection procedures can help companies effectively and efficiently meet auditing, compliance and security data retention requirements

■ **Solution**

A policy-based data protection solution that enables companies to rapidly back up data based on business requirements and to quickly locate and restore that data when needed

■ **Key Benefits**

Saved client tens of millions of dollars; enabled client to effectively protect trade secrets; enabled resolution of security issue in less than three weeks

» **On Demand Business defined**

An enterprise whose business processes—integrated end-to-end across the company and with key partners, suppliers and customers—can respond with speed to any customer demand, market opportunity or external threat.



Tivoli software helped GDV save its client millions of dollars in potential lost revenues.

Improper use of confidential company information can have serious repercussions for businesses. So when Jeffrey Beallor, president of Global Data Vaulting, received a call from a client with a request to help investigate a potential security breach, Beallor was ready to act.

Headquartered in Toronto, Global Data Vaulting (GDV) delivers fully managed online data backup, offsite data storage and business continuity services to small and medium-sized businesses.

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– Jeffrey Beallor, President, Global Data Vaulting

Protecting information with intelligent, policy-based automation

On Demand Business Benefits

- Implementing policy-based data protection processes can help companies retain vital information for regulatory compliance, security and other business initiatives
- Automating data protection and recovery procedures can help improve responsiveness in auditing processes
- Leveraging an intelligent, policy-based approach provides the flexibility to update and change data retention requirements on the fly

This secure managed data backup service, based on IBM Tivoli® software, helps companies protect their operations, reduce the risks associated with data loss and address regulatory data retention requirements.

The client that called had been a GDV customer for almost three years, having first contacted GDV consultants to help reduce the time and cost of data backup and recovery. Prior to hiring GDV, the company's IT manager was spending almost 20 percent of his time handling storage management processes. GDV reduced this time to less than 1 percent while helping the company reduce storage management costs by 40 percent.

That was only the tip of the iceberg.

During its initial evaluation, GDV also worked with the client to update data retention policies and procedures. It was a move, Beallor says, that would ultimately save the company tens of millions of dollars.

Fast access to archived data speeds investigation

In the days preceding its call to GDV requesting additional help, the client's internal security efforts flagged possible improprieties in the use of sensitive company information. However, to successfully take action, executives needed specific details that laid out the entire plot.

Once contacted by its client, GDV spearheaded the investigation to track down the precise details of what information was taken, when and by whom, and how that information was being used. Following receipt of written permission from its client to access the data, GDV consultants examined both archived data and current backups of myriad files, including e-mails, Microsoft Excel spreadsheets and Microsoft Word documents.

Because the client's corporate policy included maintenance of all versions of files for an extended period of time, GDV staff members could assess both who created specific files and how they were modified over time. They could also confirm what e-mail transactions had taken place. This critical information helped GDV focus its investigative measures on the appropriate areas and provide the client with the necessary information to prevent any financial damage.

According to Beallor, GDV's use of IBM Tivoli Storage Manager software and IBM System Storage Archive Manager software to deliver secure managed data backup services helped ensure that data was archived according to business policy and allowed staff to quickly locate the necessary information. To strengthen the responsiveness and resiliency of its service, GDV uses IBM @server xSeries technology as the platform for Tivoli Storage Management solutions.

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With Tivoli Storage Manager and IBM System Storage Archive Manager technology, GDV can centralize and automate data protection processes from its data center in Toronto to help companies quickly back up and restore data when needed. The solution is highly scalable, providing GDV with the ability to back up data from computers running a variety of different operating systems, and on hardware ranging from notebooks to mainframe computers. Additionally, the software's managed archive capabilities incorporate intelligent policy-based automation that enables GDV staff to automatically archive data for a defined period of time based on each client's business policy. As a result, GDV can set and implement granular data protection policies that cover everything from the types of files to the number of versions to length of time that the files are kept.

These capabilities were instrumental in GDV's ability to rapidly gather the data its client needed to halt the improper use of information and take legal action against the appropriate people. For example, one of GDV's first moves was to extend the client's existing data protection policies to ensure that no archived data would expire and be automatically deleted. The flexible, policy-based approach of Tivoli Storage Management software enabled GDV to complete this process in just seconds.

Key Components

Software

- IBM System Storage™ Archive Manager
- IBM Tivoli Storage Manager

Hardware

- IBM @server® xSeries®
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“IBM Tivoli Storage Management software helps us easily maintain and manage information for auditing, compliance and security efforts and quickly access that information when needed.”

– Jeffrey Beallor

Additionally, the solution's intelligent data move-and-store techniques helped GDV staff access archived information in just minutes. "We didn't have to wade through multiple tapes to find what we needed. With the Tivoli solution, the information was at our fingertips. It was a matter of point-and-click to get a particular version of a file," says Beallor.

Securing trade secrets

In less than three weeks, GDV was able to collect more than seven volumes of information. Within these volumes, GDV staff documented and presented approximately 18 points that showed what information was taken, when it was acquired, how it was going to be used, where it was transmitted and who was involved. This information provided the client's legal staff with everything it needed to proactively foil the plot *before* it could be executed and prevent any damage to the business.

According to Beallor, while the implications could have been enormous, the company's data protection policies and procedures enabled it to continue business as usual. "Our client's proactive measures, implemented almost three years ago, now saved the company tens of millions of dollars in potential lost revenue in a matter of weeks."

It's a theme that GDV emphasizes with all its clients. "Data protection isn't just about restoring information in the event of data loss. It's an important element of every company's auditing, compliance and security efforts," says Beallor. "IBM Tivoli Storage Management software helps us easily maintain and manage information for these efforts and quickly access that information when needed."

For more information

Please contact your IBM sales representative or IBM Business Partner.

Visit us at:

ibm.com/tivoli

For more information about Global Data Vaulting, visit www.gdv.ca



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