bluesource

What practices do you have in place for managing your archive?

Archiving Checklist

1 Health check your environment.

2 Get visibility of how your archiving platform performs.

3 Keep on top of service packs and upgrades.

4 24/7 Support.

5 Monitoring checklist.

6 Allocate the right resource.

7 Check your archive settings.

Take a moment to think about how your organisation is currently managing its archive environment, as well as the quality of service that's being provided, whether it's being managed in-house or being outsourced to a third-party.

Do you have best practices in place to help determine if things are being managed correctly? To help you make the most out of your archive environment and define what practices and services should be in place, we've compiled a best practice guide for you.

This is based on our 15 years experience working with the leading archive platform, Symantec Enterprise Vault, and our expertise in providing managed archiving services to customers since 2004. Our combined knowledge of the technology and managed services process has enabled us to develop a streamlined and efficient service that guarantees proactive application management.

1

Health check your environment.

Keeping on top of your archiving environment is important to provide you with peace of mind and confidence that any disruptions to your users are minimised. Completing bi-annual health checks of your archiving environment is a consistent way of making sure your environment's health is maintained. Staying up-to-date on your health checks ensures that your team will not be caught off guard by unexpected outages of a poorly maintained system.

Health checks are a key component of our on-boarding process for our managed service and we undertake a complete onsite assessment of your current environment. We then update your systems to ensure that they meet our baseline level – which means potentially detrimental issues are tackled as a priority.

2

Get visibility of how your archiving platform performs.

How much visibility do you have of your archiving platform, do you know how it is performing and what your up time levels are? Regular monthly reports from your team, or service provider, are key. In order to be confident that your service is operating properly, reports must be provided and viewed containing all the need-to-know information about your system. This will help ensure your environment's performance is always high, resulting in less unexpected downtime and a better service to your users.

We provide monthly service reports that meet the need of executives as well as the technical data that's important for administrators. These can also be accessed via our customer service portal and we undertake a quarterly service review with you.

3

Keep on top of service packs and upgrades.

Software vendors regularly issue service packs and upgrades that need to be assessed and applied to ensure that your application keeps pace with the latest changes, enabling you to benefit from enhancements and bug fixes. Failure to apply essential updates results in a poorer performing system for users, increasing the burden on IT.

bluesource is committed to the continual improvement and optimisation of your service from day one. Our software updating service ensures you can request version upgrades when they are needed.

4

24/7 Support.

Applications always choose to break at the most inconvenient times, and not having the right processes in place to ensure fixes can be quickly implemented whatever the time of day or night is key – especially if you are supporting users across multiple timelines.

There's no better feeling than to know you have expert help and support available to you anytime, any day. bluesource delivers a 24/7 managed archive service, backed by financial penalties if we fail to meet stringent SLAs.

5

Monitoring Checklist.

Your archiving platform is complex and has multiple components that need to be managed. To ensure that these are monitored routinely requires you to have a rigorous process in place and appropriately skilled resources to carry out these tasks regularly. Confirm you have a clear checklist with regularity guidelines to ensure monitoring is effectively implemented. Automating this would make your life simpler.

We know that to ensure your system is running smoothly takes time and is resource intensive. Managed Archive by bluesource leverages a built-in automatic process intelligence that identifies, categorises and prioritises critical events and errors, specifically checking over 100 critical data indicators which constantly monitor the health of your Enterprise Vault system.

6

Allocate the right resource.

We are all under pressure today to cut costs and reallocate resources to higher priority business projects, but often this means we cut corners and important applications get over looked, putting your system health in jeopardy. Ensuring you have appropriately skilled and knowledgeable resources with the right amount of time is key to maintaining your system health.

Is your team stretched and is your organization's archive environment at risk? With bluesource, our archiving experts become an extension of your team, freeing up your teams time to enable them to focus on other IT projects and also take away the upheaval when staff members leave.

7

Check your archive settings.

Archive settings need to change over time, whether it's to meet your latest retention policies, changes to regulatory requirements or to control data volume settings. Updating your archiving settings is essential maintenance to maintain the overall health of your application and prevent poor performance.

User account updates are a core component of our managed archive service and we work closely with you to ensure that they are managed and implemented routinely.

PARTNER WITH US

bluesource holds expert status with Symantec for archiving and has 15 years of experience in the archiving market. We have shaped how Symantec solutions are used from being storage platforms to eDiscovery and compliance tools that help businesses operate more efficiently.

Offering the highest level of system protection and support when it comes to managing an organisation's archive environment, bluesource has developed deep skills and knowledge of the archive application which has elevated our capability to support a wide range of clients. Our solutions save money, reduce risks and improve quality. Partner with the experts and gain peace of mind.

Symantec™
Platinum Partner

Contact bluesource to speak with someone regarding your business challenges and how we can partner with you for all of your archiving needs.

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