



Comprehensive Data Protection in the Public Cloud

**Automating backup monitoring and
inventory validation to safeguard
critical resources**



Introduction

Migrating to cloud-based data protection isn't a matter of "if" but "when."

The speed, flexibility, and best-in-class technology afforded by cloud technology make this transition inevitable. However, these digital transformations do not eliminate critical data protection challenges, such as being certain that data and high-priority resources are fully protected and wholly available in the event of a data recovery event. In fact, these transformations can add greater environment complexity, making data protection confidence that much harder.

This dynamic is why CBTS leverages industry-leading technologies like Bocada to monitor our backup-as-a-service and cloud data protection activities. By bringing precise, real-time oversight of cloud data protection via Bocada's automated reporting suite, CBTS doesn't just ensure that cloud resources have the right backup protections in place; it also supports organizations as they straddle the divide between on-premises (on-prem) and cloud solutions.



Getting ahead of day-to-day monitoring and reporting with automation

Staying on top of backup operations means regularly reviewing prior backup activity to ensure that backup policies are correctly executed, SLA guidelines are met, and that anything standing in the way of these overarching targets is addressed immediately.

Centralized views of entire environments:

Because speed and efficiency are so key in staying ahead of data protection issues, we've done away entirely with manual data collection, aggregation, and normalization. With Bocada, we completely automate this process and enjoy a single dashboard from which to view the backup performance of key cloud solutions—AWS, Azure, Druva, Rubrik, Cohesity, N2WS—as well as legacy on-prem systems. With this central command center, we monitor hybrid-cloud and multi-cloud environments as well as blended cloud and on-prem infrastructures.

Performance dashboards: At-a-glance views are a critical first step in making broader assessments of cloud backup health. Rolled-up performance data found in Bocada's executive summary reports lets us quickly visualize overall health, ensure we're hitting key service delivery guidelines, and pinpoint potential trouble areas that need further attention. Dashboard views also offer a real-time summary for our customers and provide complete visibility into their environment's overall health.

Tailored views of each customer environment:

Each of our customers comes with a unique environment differentiated by backup products, server geographies, and a wide variety of other dimensions. With Bocada's built-in zoning feature, we quickly segment environments by these key components to visualize performance for each targeted segment. This gives CBTS' cloud data protection team yet another way to more efficiently oversee environments and more quickly pinpoint backup activity that needs further attention.

Automated, daily reporting: To ensure that operations are running smoothly, we program Bocada to compile automated performance reports in our inboxes every single day. By completely removing the need for daily manual data collection and aggregation, we can instead reallocate this time to broader oversight and management, as well as finding opportunities to continue optimizing the service we provide to our customers.

Targeted failure identification: One key Bocada report we review as part of our regular oversight is the automated consecutive failures report. By receiving a tailored report that isolates cloud backups that repeatedly fail despite several attempts, our team has a ready-made punch list that optimizes where they spend their time to resolve underlying issues that could stand in the way of meeting key backup success levels.

Critical failure alerting: As valuable as customized daily reporting is, our team knows that sometimes waiting until a report is opened and reviewed to learn a key backup failed may not be efficient enough. That's why we also use Bocada's critical failure alerting. By receiving an alert the moment a key backup failure is automatically identified, our team can immediately review the failure event and evaluate solutions. Working alongside our customers, we can proactively identify which backups are deemed "critical" to ensure that this extra level of protection is in place.

Audit reports at the ready: With customized, pre-programmed reports available via Bocada, the CBTS team can ensure that your data protection audits are seamless. Whether your organization needs to share information with compliance auditors on a monthly or yearly basis—or something else entirely—we can develop audit report templates in advance and schedule delivery at the cadence you need.



Staying on top of backup operations means regularly reviewing prior backup activity.

Streamlining holistic data protection with automation

A key feature of CBTS' cloud data protection team is that we don't just provide day-to-day management of backups. Rather, by using advanced tools like Bocada, we offer a holistic approach to overseeing cloud backup health that leverages automation to minimize the chance of any data being left unprotected.

Cloud asset protection: Bocada's AWS and Azure protection reports allow our team to automatically identify AWS and Azure cloud resources with no backup policies in place. By making these reports part of our everyday monitoring process, the CBTS team extends classic backup oversight to also include identifying and flagging unprotected cloud resources.

Automated inventory validation and protection:

To further extend our data protection reach, we connect our customers' configuration management databases (CMDBs) with backup data in Bocada, a critical step to automate overall inventory validation and protection oversight. With this connection in place, the CBTS cloud data protection team automates the otherwise manual process of comparing backup clients to CMDB assets. This allows our team to both identify unprotected assets and update CMDBs with inventory that may not have been known. This automated process means we find unprotected assets faster and eliminate data protection risks that much quicker.

Automated ticketing for faster resolutions:

Another key way the cloud data protection team ensures complete backup protection is by automating ticketing processes. With automated ticket creation, assignment, and status tracking, backup failures get fixed faster than ever before, and critical resources stay protected.

Proactive cybersecurity protection: With Bocada's bytes variance report, we help our customers identify potential cybersecurity threats as they happen. Designed to automatically identify unusual backup byte activity like above-average increases or decreases in the bytes associated with specific backup jobs, this report helps to identify malware or ransomware activities that would otherwise continue under the radar.

Storage oversight: While cloud data protection means we no longer run the risk of running out of storage, it can result in additional problems, including unfettered storage usage and storage cost overruns. With automated storage trend reports, we help our customers proactively identify trends in excess cloud storage usage and recommend additional storage strategies to moderate costs. Further, with built-in storage spike alerting, our data protection team has one more tool in place to get ahead of storage challenges.

Conclusion

Gone are the days when data protection meant making backup copies of your data.

Between ever-growing technology complexity and cyber attacks increasing in frequency, your MSP data protection partner needs to be adaptable, proactive, and holistic in how they oversee your data.

At CBTS, we know that means using comprehensive automation tools and techniques to centralize monitoring and resolve data protection challenges faster. Our commitment to using industry-leading technologies like Bocada means our cloud data protection team goes well beyond just hitting basic backup service level goals so that our customers enjoy the peace of mind that their critical data is protected.



About CBTS

CBTS is a leading technology provider to more than 3,000 organizations in all industries, including dozens of Fortune 500 and Global 2000 companies. From Unified Communications to Cloud Services and beyond, CBTS combines deep technical expertise with a full suite of flexible technology solutions to mitigate risk, optimize collaboration, drive innovation, and leverage intelligence for its clients.



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