VERITAS™

Storage Chargeback
Critical Metrics and Real-world Examples.

Overview

An APTARE IT Analytics storage chargeback solution streamlines the chargeback reporting process, helping a leading healthcare provider transform its data storage into a zero cost center.

IT administrator productivity plummeted with the increasing burden of compiling reports for storage chargeback. The healthcare provider knew it needed an automated reporting system, but found it too difficult to develop one in house. By commissioning a custom-designed solution based on Veritas APTARE IT Analytics™, the company eliminated hours of manual research each week for administrators, while increasing storage utilization and reducing storage consumption across the company.

Key Challenges

- No automated method to report on storage utilization and the resulting charges

- 10 hours spent weekly on manual chargeback research

- Too difficult to develop automated chargeback system in house

Solution

The healthcare provider commissioned a custom-designed storage use chargeback system based on APTARE Capacity Manager and APTARE Virtualization Manager. The solution automatically generates aggregates chargeback reports without administrator intervention.

INDUSTRY

Healthcare

> "
> *The APTARE reports are helping us completely change how we charge back for storage usage, which drives our business units to utilize storage more efficiently."*

Benefits

- Streamlined the chargeback reporting process

- Improved accuracy of the chargeback reporting process

- Reduced manual research work, which resulted in a productivity gain of 10 hours per week

- Saved $36,000 per year in OpEx

- Increased utilization of storage across the company

- Cut CapEx spending on new storage purchases

Chargeback Reporting Too Burdensome For IT Team

A leading provider of tools and services to the healthcare industry was looking to implement automated chargeback reports with aggregation of tiered storage usage across multiple business units and applications. This type of chargeback system has become essential to manage complex operations in mid to large IT enterprises today.

The company's original goal for chargeback was to bill individual applications for storage allocation. The idea was to make storage a zero cost center, therefore ensuring that every business unit was aware of the dangers of uncontrolled data growth and the related cost increase.

In order to accomplish this goal, it became apparent that the need for automated reporting was critical. Responding to ad hoc requests for system usage and chargeback information was very labor-intensive and time consuming for the company's administrators. Whenever business units requested information on their storage utilization and the related expenses, administrators would have to collect and correlate data from across the enterprise. They would have to manually analyze the list of servers for the business units and applications and then manually compile the data. To make matters worse, by depending on continuous manual intervention the process often resulted in missing data, inaccuracies, and incomplete reporting.

Administrator productivity took a hit with each request, and the required daily, weekly, and monthly reports only added to the productivity drain on IT. The company's administrators spent 10 hours on average every week responding to the requests for storage chargeback data.

Despite the great need for automated reporting, the company was unable to develop an automated chargeback system in-house. It was simply too challenging to correlate application mappings from the host to the configuration management database (CMDB) to actual storage allocations reported by the vendor tools. The company needed a solution designed specifically for automated chargeback.

Providing Automated and Accurate Chargeback Reporting

The healthcare company commissioned a custom designed chargeback system based on APTARE Capacity Manager and APTARE Virtualization Manager. The new system produces a monthly report with all necessary storage allocation and chargeback details, aggregating data from across all storage tiers, business units, and applications. The administrators simply use the data from the report to directly charge the responsible business units for storage usage as well as answer all requests for chargeback information from across the company.

The administrators can easily create custom automated reports for each business unit or product line or tailor them with specific data to meet the requirements of any stakeholder. Reports can be generated daily, weekly, monthly, or on request and be automatically distributed to all interested personnel via email.

Eliminating Manual Research while Accelerating Administrator Productivity
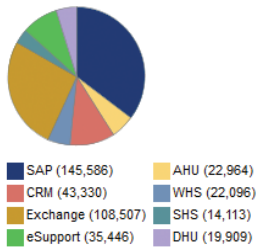
The APTARE IT Analytics chargeback solution automatically generates aggregated chargeback reports, meaning that administrators no longer face the prolonged task of researching chargeback information. In addition, because report distribution can be automated, most stakeholders are receiving the information they need in the time frame they choose, which eliminates almost all the ad hoc requests for the chargeback data.

No intervention by the administrators is required to run the reports. The columns and rows for business units and applications are dynamically updated within the report structure, so no manual updates are required, even as changes are made across the IT environment. For example, if the company allocates more servers to a specific product line, the report will automatically update all reports to show the additional servers. This type of automation increases the accuracy of the chargeback reporting process.

By eliminating all the time-consuming research that administrators were forced to conduct on a daily basis, the APTARE IT Analytics chargeback reports save the IT team a massive amount of time which can now be focused on more productive projects to improve operations, optimize processes, cut costs, and serve the internal stakeholders. The reduction in manual work has translated directly into a productivity gain of 10 hours per week, which is valued by the company at approximately $36,000 per year.
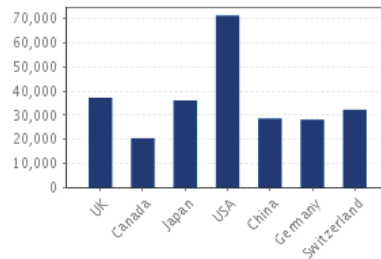
Business Unit Showback
Server Group=Global Storage Infrastructure | May 24, 2013 03:20:20PM

- SAP (145,586)
- CRM (43,330)
- Exchange (108,507)
- eSupport (35,446)
- AHU (22,964)
- WHS (22,096)
- SHS (14,113)
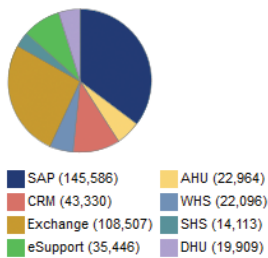- DHU (19,909)

Capacity By Country
Server Group=Global Storage Infrastructure | May 24, 2013 03:24:13PM

Allocated Capacity GB

Chargeback By Application
Server Group=Global Storage Infrastructure | May 24, 2013 03:15:29PM

- SAP (145,586)
- CRM (43,330)
- Exchange (108,507)
- eSupport (35,446)
- AHU (22,964)
- WHS (22,096)
- SHS (14,113)
- DHU (19,909)

Chargeback Summary By Department
Server Group=SAN Hosts | May 18, 2013 12:00:00AM – May 24, 2013 03:04:35PM
All Values in GB unless otherwise specified.

Total Row(s): 6

Department	Hosts	Backup Volume	Tapes Used	SAN Switch Ports	Tier 1 SAN Allocated	VM Disk Allocated	Oracle DB Size
Accounting	9	545	55	192	652	320	25
Legal	3	2,535	21	0	3,429		
Manufacturing	4	230	11	0	28,382		
Sales	6	413	16	0	1,857	120	25
Finance	2		0	0	30,846		
Marketing	5	1,052	25	0	23		
	29	4,774	128	192	65,188	440	50

Increasing Storage Utilization and Reducing Storage Consumption

APTARE IT Analytics reporting empowers the administrators to enlighten stakeholders throughout the enterprise as to just how much storage they are using and, more importantly, how much that storage costs the company. The chargeback reports accomplish this by making everyone accountable for the storage they use.

As stakeholders within the company start to utilize storage more intelligently, the ultimate result of the APTARE IT Analytics chargeback report is that the company is experiencing a higher storage utilization rate and overall consumption of storage is slowing down, consequently reducing CapEx expenditures on additional storage.

For More Information

Please contact your local Veritas Sales Representative or Business Partner, or visit APTARE IT Analytics

About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

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