
White Paper

IT Operations Management

Achieving Powerful Results with Micro Focus Data Protector: Global Customers Survey

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Data Protector: Helping Businesses Succeed in a Data Driven World

As information systems become more complex and interconnected, organizations need a backup solution they can rely on to protect their data and restore it fast. Micro Focus® Data Protector is designed to help our customers meet this challenge.

To find out how organizations are using Data Protector and what benefits they're achieving, we conducted a survey through the independent TechValidate platform.

Introduction

Under pressure to manage data that is often growing faster than their IT budgets, organizations need a comprehensive, centralized backup and recovery solution to protect the data and applications they rely on to operate.

Data Protector is one of the world's leading backup solutions for physical and virtual environments. This comprehensive solution enables organizations to centrally manage and protect their data and applications in a straightforward, cost-effective way. Data Protector collects data from multiple locations, applications, storage platforms, operating systems, and hypervisors, and standardizes the way it is stored, protected, and accessed.

This report provides insights into organizations' IT environments, their backup and recovery challenges, and how they have deployed Data Protector to meet their requirements.

It is based on a worldwide survey of Data Protector customers and shows that the product's core features are helping users to achieve their backup and recovery goals, and enabling them to focus resources on initiatives that will drive the business forward.

About the Survey

We surveyed 1,575 Data Protector customers from more than 100 countries and across more than 30 industries in 2017 via the TechValidate online survey platform, which generates data based on verified feedback.

- The largest group of respondents was from the government sector (11.8%), closely followed by computer services (11.4%), and industrial manufacturing (8.6%).
- Respondents were mainly from medium-sized (44.2%) and large enterprises (17.5%), followed by small businesses (15.9%), and state and local government agencies (6.5%).
- The largest number of respondents was from the United States (17.1%), followed by Germany (10.2%) and India (6.5%).
- More than half (55%) of respondents noted that 75% or more of their server/storage environment was virtualized; 23% had virtualized 51–75% of their environment virtualized; while for 22% of respondents, it was 50% or less.
- Most respondents (65%) used Data Protector to back up 50 terabytes (TB) or less of data; 21% were backing up 50–100 TB; while 15% backed up more than 100 TB.

What percentage of your server/storage environment is currently virtualized?¹

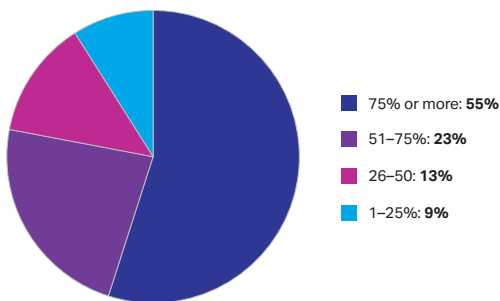


Figure 1. Percentage of respondents' server or storage environment currently virtualized.

¹ TechValidate survey of 1,021 users of Micro Focus Data Protector.

Which range best describes the size of one full backup of your entire environment?

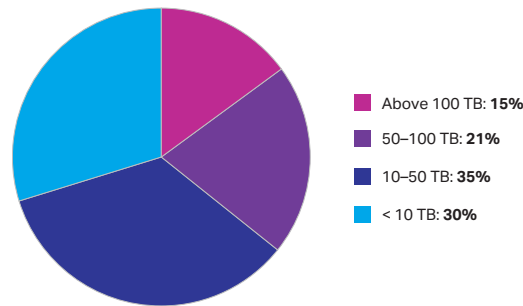


Figure 2. Percentage ranges of respondents' backup environment size

Key Findings

The TechValidate survey offered several key insights into the challenges facing organizations today—and how Micro Focus Data Protector is helping meet those challenges.

- Data Protector's average Net Promoter Score rating was a high 7.4, with a median score of 8, indicating that respondents were generally very satisfied with the product.
- 76% of surveyed IT organizations are likely to recommend Data Protector.
- The most common reason for implementing Data Protector cited by 59% of respondents—was to obtain application-consistent backups for critical data. This was followed by their backup or restore process taking too long (34%) and the need for a storage or infrastructure refresh (32%).
- Organizations are increasingly moving to virtual or hybrid storage and server environments. In our 2016 survey, only 44% of respondents worked for businesses where 75% or more of the server/storage environment was virtualized. In the 2017 survey, 55% of respondents fitted this category.
- This shift to virtual environments suggests why 65% of respondents most valued Data Protector's ability to secure physical and virtual servers within a single solution.
- Other highly valued Data Protector features were its ability to centralize management across a distributed backup environment, with 51% of respondents rating this as Data Protector's most valuable capability; its performance, scalability, and flexibility of implementation (46%); and integration with HPE storage products (38%).
- 39% of respondents achieved faster backups and restores, with 42% reducing their time to backup by 51% or more, and 44% reducing their time to restore by 51% or more.
- 33% reduced their cost of storage and networking due to deduplication, with approximately 36% of respondents lowering their backup costs by 51% or more.
- 71% of respondents reduced their storage footprint by 26% or more.

The Situation Today: Digitization and Data

The volume of data to be managed—and the complexity of that task—continues to expand rapidly, driven by digital transformation programs, continued growth in rich media, increasing outsourcing of applications and data to cloud services, new regulatory pressures including data privacy laws, and the constant and growing threat of cybersecurity breaches.

In turn, many organizations are making their service level agreements (SLAs), recovery time objectives (RTOs), and recovery point objectives (RPOs) even tighter and more challenging for administrators to achieve.

A range of new factors are also coming into play, including the connection of new IoT sensors and other devices, with 20.4 billion 'things' predicted to be connected by 2020.² AI capabilities, machine learning, and augmented reality initiatives are also emerging.

The result is that organizations are keen to better manage their current IT environments while opening the door to innovations that will help ensure their success in the future.

What Do Organizations Need Out of Backup and Recovery Solutions?

Against this backdrop, it's not surprising that the most common reason for implementing Data Protector cited by 59% of respondents—was to obtain application-consistent backup for critical data. This is achieved using application programming interfaces (APIs) and integrations with underlying storage and native integrations with applications to accelerate and improve backup and recovery reliability.

In the survey, an IT Architect from Compuredes said, "Micro Focus Data Protector integrates all of the organization's current applications under a centralized backup environment."

The second key driver for implementing Data Protector cited by 34% of respondents—was to increase the speed of backup or restore processes. Data Protector achieves this through specific capabilities, such as federated deduplication, to reduce the total amount of data that must be moved and stored to achieve backup and recovery objectives.

² Gartner (2017), 'Gartner says 8.4 Billion Connected "Things" Will Be in Use in 2017, Up 31 Percent from 2016.' Accessible at: www.gartner.com/newsroom/id/3598917.

“The time [saved after using Micro Focus Data Protector] to backup and restore has improved the business.”

FABIAN PINZON

IT Director
National Police of Colombia

“Micro Focus Data Protector protects our increasingly complex IT environment and adapts to infrastructure changes.”

ASSISTANT IT MANAGER,

United International
Transportation Company

Thirty-two percent of survey respondents adopted Data Protector to overcome the challenges posed by a storage or infrastructure refresh. An Engineer with Empresas Polar said, “At this point, Micro Focus Data Protector is the most important tool for the changes we are conducting.” Data Protector supports refresh projects by providing a single solution for backup and recovery across hybrid IT environments and best-in-class integrations with HPE and other leading storage solutions.

Which of the following best describes your key drivers or challenges for adopting MicroFocus Data Protector?

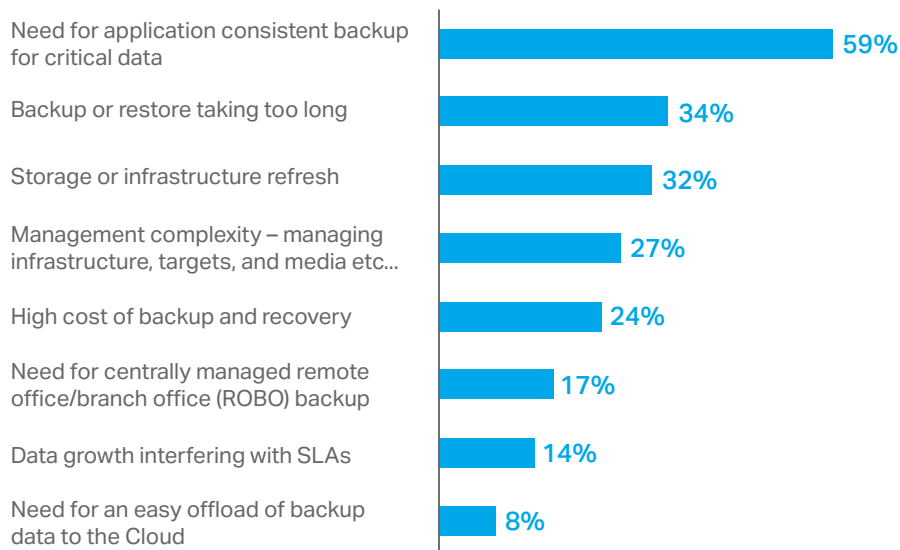


Figure 3. Key drivers for adopting Data Protector

What do Customers Value about Data Protector?

As organizations come to rely on a combination of physical, virtual, cloud (private, public, and hybrid), and distributed data centers, they need a flexible, centralized data protection solution capable of managing these different environments. And for almost 60% of respondents, Data Protector was their first choice.

Micro Focus Data Protector has replaced or was chosen over which of the following vendors?

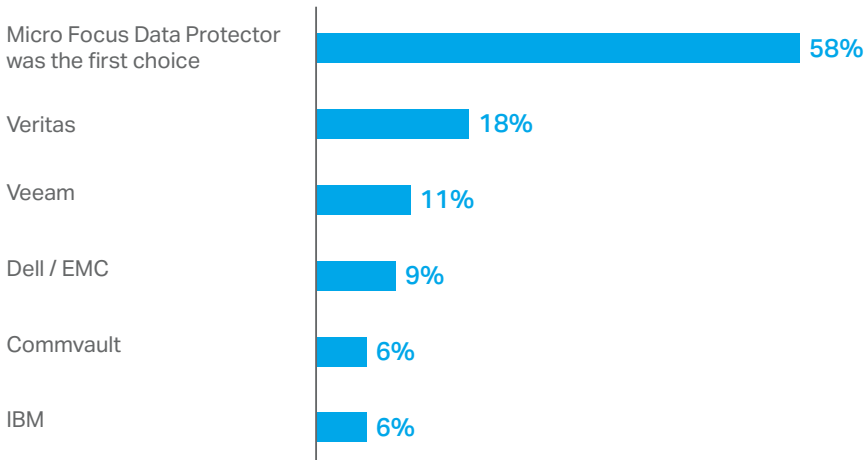


Figure 4. Vendors whose solutions were replaced by, or passed over in favor of, Data Protector

According to the survey, 65% of respondents most valued Data Protector’s ability to back up physical and virtual servers within one solution. This was followed by Data Protector’s ability to centralize management across a distributed backup environment (51%), and its performance, scalability, and flexibility of implementation (46%). Data Protector’s integration with HPE storage products was also an important factor, cited by 38% of respondents.

“Through the use of Micro Focus Data Protector our organization is confident that critical data is safe and available should it become necessary.”

SENIOR IT MANAGER,
Dartmouth-Hitchcock
Medical Center

Which of the following capabilities/features of Micro Focus Data Protector do you value the most?

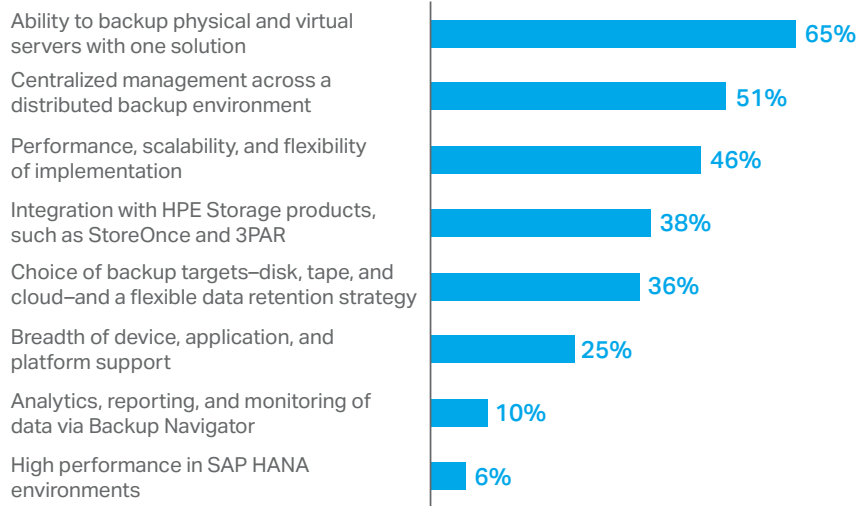


Figure 5. Capabilities of Data Protector most valued by respondents.

Ability to Back Up Physical and Virtual Servers within One Solution

Organizations are increasingly moving to virtual or hybrid storage and server environments. In our 2016 survey, only 44% of respondents worked for businesses where 75% or more of the server/storage environment was virtualized. In the 2017 survey, 55% of respondents fitted this category. This shift suggests why 65% of respondents most valued Data Protector’s ability to protect physical and virtual servers within one solution. Indeed, 68% of customers who replaced an existing Veritas installation rated Data Protector’s ability to back up physical and virtual servers within a single solution as their number-one feature.

Protecting virtualized environments—particularly virtualized applications—adds a layer of complexity to the backup process. The backup and recovery solution needs to work in harmony with the hypervisor to ensure that none of the workloads are resource-starved during the backup process. Because traditional backup and recovery approaches aren't designed for virtual environments and applications, attempting to use them can lead to inconsistent backups, data corruption and loss, and unstable virtual infrastructure. But the alternative of using separate, multiple solutions can be time-consuming, costly, and complicated.

Data Protector enables organizations to protect their physical and virtual servers within a single solution. As an IT Architect at NEC said, "Micro Focus Data Protector protects our customers' data across our physical and virtual environments, fulfilling our SLA commitments and reporting requirements."

Data Protector manages and protects data across all formats—structured and unstructured, applications and databases, in physical or virtualized environments. A Construtora Norberto Odebrecht IT Administrator said, "Micro Focus Data Protector improves our backup processes, making them more efficient. Its flexibility allows us to back up all of our data, no matter the environment of the platform."

Hypervisor extensions support low-level interface integrations to enhance the backup operation and extend protection operations into virtual management tools. The solution optimizes backup and restore for the often resource-constrained data protection process found in these mixed environments.

Integration with HPE Storage Products, Such As StoreOnce and 3PAR

Using backup software that isn't integrated with underlying storage infrastructure can be extremely challenging for organizations and can make it difficult to meet demanding SLAs. A loosely coupled backup solution will require administrators to write custom scripts to automate backup and recovery tasks, and spend more time recovering applications.

In some cases, administrators might use multiple backup applications, each one designed to work efficiently with a particular storage device. But this results in backups stored in multiple silos, with each using separate storage and proprietary formats. This stops organizations using their storage resources efficiently and requires extra time to manage each backup and recovery silo.

"We use Micro Focus Data Protector to backup and restore both our physical and virtual servers. We feel that our performance and efficiency of work has improved. Our management is also satisfied with our service because all of our applications are running online and also being tracked globally so we can reduce our downtime."

IT PROFESSIONAL

Continental

“Micro Focus Data Protector’s centralized backup repository and administration has reduced the need for multiple backup solutions and minimized the need for additional licenses, hardware and footprint.”

SYSTEM ADMINISTRATOR
Florida’s Natural Growers

Data Protector addresses these problems by providing best-in-class integrations with HPE storage solutions. For instance, the Zero Downtime Backup feature orchestrates application-aware snapshots of HPE 3PAR, StoreVirtual and XP Series storage arrays, and stores them on a high-speed storage array, which avoids using the primary server’s resources.

Data Protector also works with the HPE Recovery Manager Central software, which provides a snapshot, replication, and backup capability by integrating HPE 3PAR StoreServ all-flash arrays with HPE StoreOnce Systems. This makes it possible to centralize the management and reporting of that backup data, and send those backups to disk, object storage, or tape.

A Network Administrator from Florence School District One said, “Micro Focus Data Protector makes it very easy to integrate our 3PAR storage array into a StoreOnce Backup array and MSL Tape library.”

Leveraging these capabilities saves administrators time, reduces costs, and accelerates and automates secure backup and recovery processes. This is reflected by the fact that Data Protector’s integration capabilities were its most valued feature for 38% of survey respondents.

As an IT Administrator with LAFISE Group said, “Micro Focus Data Protector has increased our confidence in backups and restore. With StoreOnce, the backup window has decreased from 48 hours to 16 hours.”

Micro Focus Data Protector Case Study

Large Professional Services Company

INTRODUCTION

This case study of a large enterprise professional services company is based on a 2017 survey of Micro Focus Data Protector customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

CHALLENGES

The business challenges that led the profiled company to evaluate and ultimately select Micro Focus Data Protector

- Chose Micro Focus Data Protector over the following vendor:
 - Veritas

USE CASE

- Estimates that one full backup of their entire environment is 50–100TB.
- Estimates that 75% or more of their server/storage environment is currently virtualized

RESULTS

- Values the following Micro Focus Data Protector capabilities/features:
 - Ability to backup physical and virtual servers within one solution
 - Performance, scalability, and flexibility of implementation
 - Centralized management across a distributed backup environment
 - Choice of backup targets – disk, tape, and cloud – and a flexible data retention strategy
 - Integration with Micro Focus Storage products, such as StoreOnce and 3PAR
 - High performance in SAP HANA environments
 - Analytics, reporting, and monitoring of data via Backup Navigator
- Achieved the following results, benefits, and improvements with Micro Focus Data Protector:
 - Improved their backup and restore to meet strict SLAs
 - Reduced the cost of storage and networking due to deduplication
 - Improved their ability to manage heterogeneous environments across physical and virtual from a single solution
 - Improved Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO)
- Reduced the following by using Micro Focus Data Protector:
 - Time to back-up: more than 75%
 - Time to restore: more than 75%
 - Management hours: more than 75%
 - Backup costs: more than 75%

What Results are Organizations Achieving?

By using Data Protector, half of the survey respondents had simplified their backup and recovery management and improved IT productivity. A further 41% had benefited from the ability to manage heterogeneous environments across physical and virtual servers in a single solution.

Data Protector’s capacity to offer a single window into the entire backup environment is what makes these results possible. Its ability to standardize and consolidate backup processes across disparate operating

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Large Enterprise

Industry:
Professional Services

“Micro Focus Data Protector allows us to meet all our SLAs by delivering a single, reliable solution that gets all the backups and restores done within our complex IT environment. It has reduced management overhead and brought stability to our backups. We have used it since v6.x and plan to keep using it in the future.”

IT ADMINISTRATOR
MIBRAG

“Micro Focus Data Protector is the best value for money. It offers better coverage in the integration matrix, as well as support with scalable growth. It is a tool that serves backups and restore in highly complex and predominantly virtualized environments.”

CHIEF INFORMATION OFFICER
Solution Provider Technology

systems, critical applications, and physical and virtual environments from core data centers to remote sites, means administrators can protect their organization’s data, wherever it is. And they can do it from one centrally managed solution that can scale to their organization’s needs.

In turn, the survey found that 66% of organizations had been able to reduce their management hours by 26% or more. Speed was also improved, with 39% of respondents achieving faster backups and restores. In fact, 42% of respondents had reduced their time to backup by 51% or more. While 44% reduced their time to restore by 51% or more. This had helped customers improve their RPO rate. A RAK Ceramics IT Manager said, “Thanks to Micro Focus Data Protector we have minimized our RPO rate on data restoration, efficiently running archive backups of our SAP systems every four hours.”

Approximately a third (36%) of respondents also lowered their backup costs by 51% or more while 71% of respondents had reduced their storage footprint by 26% or more.

Importantly, a third of respondents had reduced their cost of storage and networking due to deduplication. Data Protector uses the same deduplication technology as HPE StoreOnce Systems, enabling federated deduplication. This allows users to configure deduplication to occur at the most efficient location in the backup stack—on the application server, the media server, or the backup target—enabling them to better utilize their IT infrastructure.

Which of the following results, benefits, and improvements have you achieved with Micro Focus Data Protector?

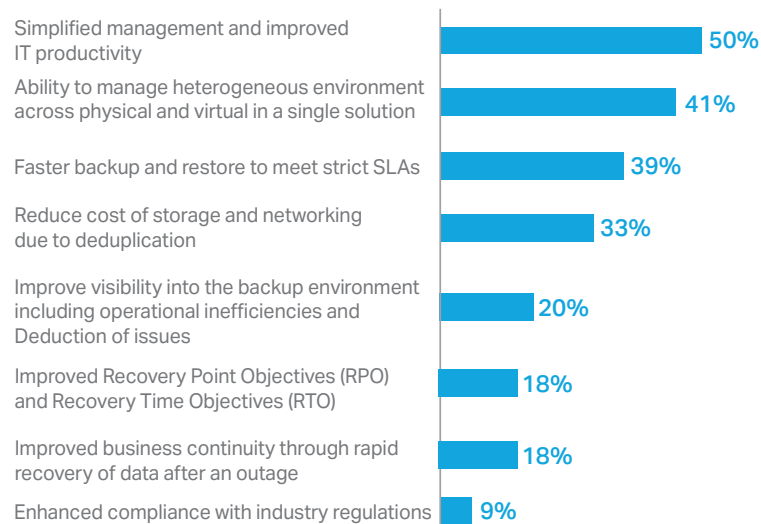


Figure 6. Results, benefits, and improvements that respondents achieved with Data Protector

What percentage (%) have you REDUCED the METRICS listed below by using Micro Focus Data Protector?

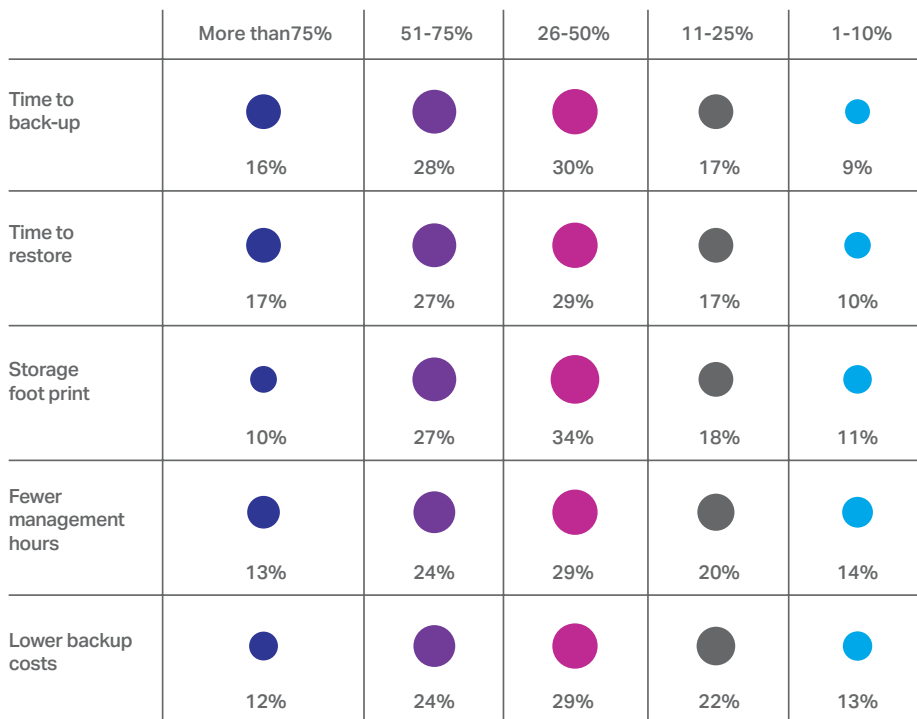


Figure 7. Metrics reduced by using Data Protector

Micro Focus Data Protector Customer Review³

5/5 Stars

How our organization uses Micro Focus Data Protector

“We use Micro Focus Data Protector to do full backups of all hosts, including Windows and HP-UX.”

Would you recommend Micro Focus Data Protector?

“Yes, I would recommend it since it performs very well on backups and especially on restores.”

³ Senior Storage and System Administrator, Alliance Entertainment Corporation

Micro Focus Data Protector
Customer Review⁴

5/5 Stars

How our organization
uses Micro Focus
Data Protector

“Micro Focus Data Protector is a simple tool for backup and restore that comes with efficient technical support.”

Would you recommend
Micro Focus Data Protector?

“Yes, I recommend it. I have worked with it for over 10 years, installing and configuring it for clients. I know other tools and Data Protector is my favorite tool for data protection.”

⁴ Chief Information Officer,
Solution Provider Technology

Data Protector's Performance

With these results, it's clear why Data Protector's average Net Promoter Score (NPS) rating was a high 7.4 in the TechValidate survey, with a median NPS of 8. An NPS is an industry-standard customer loyalty rating that measures the willingness of customers to recommend a company's products or services to others.

NPS scores are calculated by subtracting the percentage of a product's or service's 'detractors' (respondents who give a rating of 0 to 6 out of 10) from the percentage of 'promoters' (who give a rating of 9 or 10). The NPS also identifies 'passives'—those who give a rating of 7 or 8. A positive NPS indicates that customers are satisfied with a company's product or service and are likely to promote it.

Data Protector's average rating of 7.4 indicates that respondents were generally very satisfied with the product. Overall, 54% of respondents rated Data Protector with four or more stars out of five, and 76% of surveyed IT organizations are likely to recommend Micro Focus Data Protector. Those who gave a high rating focused on the product's user-friendliness and reliability. Respondents also valued the ability to seamlessly integrate with existing IT infrastructure, as well as the technical support that Micro Focus offers.

Conclusion

Enterprises—and the data they manage—are becoming more diverse, dynamic and distributed than ever before. And in a world fueled by data, organizations need a robust backup and recovery software solution to reliably protect the vast amounts of data they produce and store.

The survey shows that Data Protector's core features are helping users to achieve their productivity and efficiency goals while gaining extra time to focus on high-value activities beyond backing up their data.

This is an important advantage to have at a time when complex, data-driven technologies set to open a world of unparalleled growth opportunities in all sectors.

Learn More At

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