

# Cloud Service Provider Achieves Operational Readiness with Cohesity Advanced Services

## INDUSTRY

Cloud Service Provider,  
Cybersecurity

## USE CASE

Data Protection: Oracle, Oracle  
DB Cloning, Native NAS, VMs,  
Physical Servers, Cloud Archive

## COHESITY PRODUCTS

DataPlatform, DataPlatform  
Cloud Edition, DataProtect

## SOLUTION PARTNERS

HPE

## OVERVIEW

This leading Content-as-a-Service (CaaS) provider offers a distributed intelligent edge platform that surrounds everything, from the enterprise to the cloud, so their customers and businesses can be fast, smart, and secure. With a team of more than 1,900 experts and 20-years' supporting strategic expertise, comprehensive outsourcing, proactive monitoring and responsive troubleshooting, the CaaS provides an online solution to enable business plan for their enterprise customers.

The customer was looking to implement a backup and data management platform that could meet and exceed their SLAs by eliminating tape entirely and replace Veritas NetBackup to modernize their Oracle backup method to meet evolving compliance requirements. They also wanted a future-proof data management strategy that was able to scale linearly, providing business agility, and enabling native cloud adoption.

## CHALLENGES

- Complex environment with multiple siloed components and user interfaces
- Difficult to upgrade and manage effectively
- Fragmented storage
- Recovery was only as fast as slowest component
- Backed up data could not be leveraged for analytics or other purposes
- Data recovery required additional components or software that increased complexity

## SOLUTION

The customer engaged Cohesity Advanced Services because they wanted to be operational immediately. Following prescribed migration methodology, Cohesity's Advanced Services team provided a turn-key solution that included installation of the entire Cohesity solution, configuration of data management services and data protection policies, migration of data off of Veritas NetBackup and data protection and management services on Cohesity. High-level steps included:

- Inventory and data classification of current environment and customer backup and data management requirements
- Create Solution and Architecture Design
- Implement Data Protection Architecture on Cohesity
- Migrate data off of legacy sources and protect data on Cohesity
- Provide transfer of information TOI throughout project
- Create AsBuilt and standard operating procedure (SOP) documentation

## HOW WE DELIVERED

The customer's legacy NetBackup environment to protect Oracle was very complex – using non-adapter based backups, RMAN dumps to disk, and managed by the multiple teams of DBAs. For Oracle, the Advanced Services team implemented Cohesity Oracle Adapter which greatly simplified their Oracle data protection procedures and provided a single location to schedule Oracle Database backups that spanned multiple Oracle database environments. This allowed the customer to use Cohesity to manage data protection processes and schedules and provide a consolidated log of all activity.

For MS SQL FC, view-based data protection was implemented due to the customer's non-routable backup network. Additionally, since their SQL environment was not 'cluster aware', Cohesity Advanced Services team worked closely with Cohesity Engineering to resolve and easily migrate the MS SQL data.

Another custom solution included writing PowerShell scripts to create and verify service accounts for Instant Volume Mount on RedHat Linux servers.

To train the customer's staff to be ready for hand-off of operations, Cohesity's services team conducted regular customer education transfer of information (TOI) sessions. Each of the tasks covered during these sessions were accompanied by standard operating procedure (SOP) documentation. These included:

- How to recover a virtual machine at block level
- How to create a protection job
- How to register a source
- How to add an MS SQL source
- How to add a NetApp filer source
- How to recover a file or folder
- How to recover using an Instant Volume
- How to recover a Cohesity View
- How to run a manual protection job

## BENEFITS

- Accelerated time-to-value of Cohesity cluster – using Cohesity Advanced Services allowed the customer to meet their aggressive migration timeline while simultaneously training their staff to assume administrative operations
- Increased compliance readiness due to Cohesity's centralized management architecture
- Seamless integration of Cohesity solution into complex customer environment

## WHY COHESITY ADVANCED SERVICES?

- Successfully performed many large and complex migrations
- Direct engagement with Cohesity Support and Engineering allowing for quick resolution of customer issues or unique requirements
- Proven best practices for configuration and migration
- Highly skilled and experienced team with deep Cohesity expertise

Learn more about Cohesity Support and Advanced Services at: <https://www.cohesity.com/support/>