



Delivering Expertise and Insights for FSI Success

TVAR Solutions and Veritas: A Case Study

A top federal systems integrator (FSI) supporting a large federal healthcare system needed to quickly have a comprehensive understanding of the state of an inherited technical infrastructure. This knowledge was essential to optimize system performance, find efficiencies to reduce costs, and develop a modernization roadmap. TVAR Solutions, in partnership with Veritas, quickly gathered the relevant data and contributed needed expertise to help the FSI meet stringent service level agreements.

The Challenge

A federal systems integrator is responsible for maintaining and modernizing a federal healthcare system that affects millions of people and has a significant economic impact on the US economy. It is one of the primary systems that reimburses costs to medical providers, and given its status as a congressionally mandated program, it has high public visibility and is critical to both public sector and private sector healthcare programs.

The technical infrastructure was architected and operated by a prior contractor and the new FSI was provided minimal knowledge transfer about the infrastructure. The prime FSI needed to quickly accomplish the following:



Asset management — a complete accounting of all IT assets for which it was now responsible, the condition of those assets, and an understanding of their warranty periods and end-of-support/end-of-life (EOS/EOL) dates; and



Asset optimization — a review and analysis of whether the backup and recovery assets, which were Veritas components, were being used in an optimal fashion.

The Solution

The prime contractor engaged TVAR Solutions to help with both efforts. TVAR Solutions had several years of experience supporting the healthcare system as a value-added reseller.

Asset management

To assist with the FSI's asset management needs, TVAR Solutions reviewed its own sales and maintenance contracts to assemble a database of the assets that were sold to the subcontractor and the condition of those assets. Although these were primarily Veritas products, TVAR Solutions also used its many relationships with other original equipment manufacturers (OEMs) to track down similar information on other infrastructure components.

For those assets, TVAR Solutions also gathered periods of performance, warranty, and EOS/EOL information so the prime FSI could develop a tailored technology refresh proposal for the federal agency client. Much of this work was intended to provide a reality check for the prime FSI, which had an in-house team also performing similar asset management tasks. Because of its extensive relationships with the many OEMs involved, TVAR Solutions was able to accelerate the information collection process considerably.

With that data in hand, TVAR Solutions supported the FSI in determining where infrastructure modernization was appropriate and leveraging OEM programs that effectively lowered the acquisition cost of a number of technology investments.

Another critical aspect of this project was an effort to update the ownership information for all assets and to ensure that the OEMs had the appropriate FSI technical approved callers in their support database. This is critical to ensure that any technical issues are addressed as quickly as possible.

Asset optimization

For the asset optimization task, TVAR Solutions conducted an extensive independent verification and validation (IV&V) of the enterprise backup and recovery system at both locations. To fund this, TVAR Solutions leveraged Veritas marketing development funds in order to pay for subject matter experts (SME's). The SME's reviewed the existing architecture, reviewed any existing support tickets, and assessed whether the Veritas products were deployed and configured optimally to improve infrastructure performance and stability for the client.

The IV&V comprehensively examined the performance and operations metrics of the backup and recovery capabilities and assessed how they measured up against the federal agency's rigorous service level agreements (SLAs) and other contract terms. This performance and operational information was critical to ensure that the prime FSI was meeting the contractual SLA's and in identifying any bottlenecks that might impact future performance. The analysis also substantiated the licensing requirements for Veritas software for current and future data requirements.

In performing the IV&V service, it became clear to TVAR Solutions that the prime FSI needed greater visibility on how the infrastructure was being utilized and whether assets were being over- or underutilized. This information can help identify areas for cost reduction. TVAR Solutions proactively developed a proposal for the FSI to deliver an

in-depth reporting capability that could identify areas for improved efficiencies, both in the backup and recovery operations as well as other areas in the infrastructure.

In addition to these tasks, TVAR Solutions and Veritas provided technical expertise to help the FSI develop a technology roadmap that will embed the system architecture at both locations with added redundancy for greater system stability and availability.

Throughout all of these projects, TVAR Solutions and Veritas worked closely together to jointly develop technical approaches and strategies that would deliver the greatest value to the FSI client.

The Results

These projects had the cumulative effect of helping the FSI quickly understand the scope and state of its inherited infrastructure and make informed decisions about how to improve the performance and stability of the system, gain efficiencies to reduce costs, and optimize contract outcomes for its federal agency client.

Why TVAR Solutions & Veritas

TVAR Solutions in partnership with Veritas offers a variety of solutions to help federal organizations and FSIs meet their data protection and system availability goals. Ninety-four percent of Fortune 100 companies rely on Veritas solutions today. Consistently recognized by Gartner and Forrester Research as an industry leader, Veritas has been selected by many federal agencies to protect critical enterprise information. Employing Veritas solutions, TVAR Solutions provides organizations with the capability to increase critical system uptime, implement effective disaster recovery policies and to test/simulate their disaster recovery processes. Founded in 2006, TVAR Solutions, with its broad portfolio of technology partnerships, has the ability to recommend multi-vendor solutions addressing the most challenging requirements of most computing environments.