



Customer Case Study

Daymark's cloud-based Reporting-as-a-Service (RaaS) together with Managed Backup and Storage Services provide invaluable insight, efficiency and reliability.



Customer Overview

FairPoint Communications, Inc. is the largest communications operator in Northern New England, providing advanced data, voice and video technologies to single and multi-site businesses, public and private institutions, consumers, wireless companies and wholesale resellers across 17 states. Committed to initiatives that leverage new technologies and improve operational efficiencies, FairPoint sought a more reliable, efficient and simplified storage and backup environment built on a best practices architecture.

Assessing the Environment

Visibility into backup operations was limited and there was an urgent need to reduce the overall complexity of their storage environment. Additionally, backups had become problematic, with varying completion rates well below acceptable levels. Daymark consultants conducted a thorough and independent analysis of FairPoint's backup and storage capacity, usage and performance requirements with an eye on future needs. The result of this assessment was the creation and implementation of a best practices framework for unified visibility, metrics, analytics, forecasting and reporting and a recommendation that Daymark take on active management and administration of their storage and backup infrastructure.

Client Challenges

By combining Daymark's StorageStream Reporting-as-a-Service (RaaS) solution for storage, backup, virtualization and file analytics with Daymark's Managed Backup Service, Daymark could proactively monitor, manage and administer FairPoint's EMC NetWorker and Data Domain backup environment across three locations. Cloud security concerns were mitigated when FairPoint understood the high level of data protection processes and policies Daymark has in place to ensure data integrity, confidentiality and privacy as verified by its SSAE 16 Service Organization Controls (SOC) audit and achievement of SOC 2 validation. The initial RaaS Proof-of-Concept Daymark completed demonstrated ease of use and ability to accommodate rapid data growth. FairPoint quickly saw, first hand, the enhanced visibility, monitoring and forecasting that the recommended solution would bring to their backup and storage infrastructure. For an even more comprehensive view of their environments, they chose to leverage the RaaS virtualization and file analytics modules

"With active management of our storage and backup environments, we have increased efficiencies, performance, reliability and reduced cost and complexity. Daymark is a valued partner to FairPoint!"
Jim Reid, CISO



The Solution

This improved way of managing backup and storage has given FairPoint new insight into the recoverability, and reliability they needed. In addition to management and administration of their storage environment, Daymark conducts daily health monitoring, trending and backup troubleshooting on the systems. Bi-annually, a custom "health check report" is created that provides recommendations on additional ways to streamline storage, optimize the environment, and forecast storage utilization trends to plan for future growth.

Backup success across FairPoint's three locations has improved dramatically to a nearly 100% success rate and the offloading of day-to-day backup tasks has freed the IT team to focus on more strategic initiatives.

Key Benefits:

- Consistent daily backup success rates of 98% or higher
- Optimized backup target utilization of Data Domain devices
- Identification of duplicate backup data
- 6-month postponement of a costly hardware upgrade
- Increased recoverability and assurance backups are consistently completed
- Reliable forecasting and trending of storage utilization
- 24 x 7 x 365 coverage with redundancies for backup and storage management
- Increased I/O performance with storage migrations from legacy technology to new HP 3PAR and SAN fabric migrations from 4Gb switches to 8Gb Brocade directors
- Identification of device health issues that avoided a potential availability impact or even worse, data loss
- Freed IT resources to focus on more strategic initiatives

The Daymark Difference

We take the complexity out of your IT infrastructure. Daymark architects and implements data center infrastructure, data protection, virtualization, managed services and cloud services for businesses throughout New England.

We provide deep technical knowledge, extensive experience and proven methodologies that help our clients make strategic decisions, streamline the acquisition process and successfully implement cost-effective data management infrastructure solutions.