Case Study: Healthcheck / Troubleshooting

OVERVIEW

Market Sector	Telecommunications
Customer Size	20,000
Products Used	Enterprise Vault
Services Requested	Healthcheck, Troubleshooting

PROJECT REQUIREMENTS

- After a migration project which had been run by another vendor, this customer determined that they were missing content from their new archiving platform - specifically for one VIP. Storage issues and mis-management by previous staff had plagued the source environment and it was firmly believed that the data was no longer available.
- The customer required an overview healthcheck of the system in order to establish the general health of the system and, if possible, discover the reason for the data missing on the new archiving platform.
- Both the software vendor and other consultants had previously been engaged to investigate the root cause, but to no avail.

ADEPT-TEC SOLUTION

- As ex-Symantec Business Critical Support and Consulting staff, Adept-tec have a proven track record in troubleshooting complex Enterprise Vault environments. A healthcheck overview of the new system quickly revealed that far more data than originally thought was missing from the new platform.
- Attention then turned to the source platform to investigate the reasons for the migration failure. Analysis of this environment determined that multiple partitions contained the wrong content and that the data was never available to migrate to begin with.
- Adept-tec then created scripts to check all partitions to try and hunt down the missing data. It was finally established that a mis-managed storage restore of the original platform had brought back the data in the wrong location and in fact all the data was still available.

ABOUT ADEPT-TEC

Adept-tec helps companies implement, enhance and transform their archiving solutions, allowing augmented e-discovery and search capabilities. As well as specialising in migrations, best of breed toolsets and optimising your archiving experience we can provide full training on the solutions we support.

We offer a full turn-key solution on commissioned projects or can integrate into an existing team structure to provide specialist advice and skills where required. Our priority is always on advising the customer on the most appropriate and cost-effective solution utilising the best-of-breed tools. We have a well-deserved reputation for providing our customers with the optimal solution for their business needs.