

Using StorageConsole Backup Manager for IT Chargeback and Showback



Executive Summary

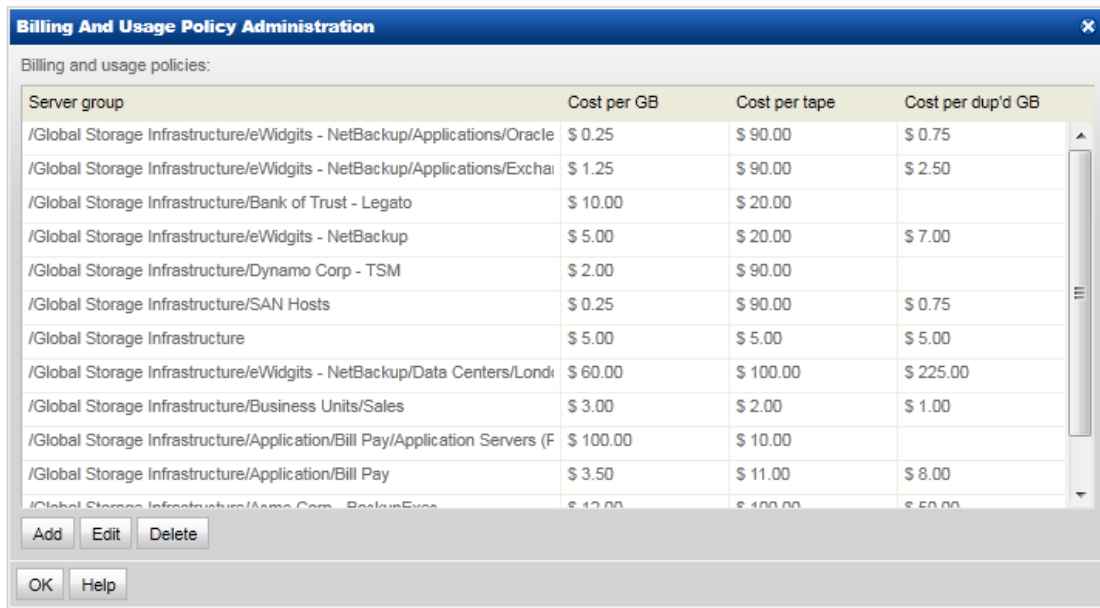
Managing data protection goes beyond just management of data over networks. As a service organization, IT is accountable for delivering a guaranteed level of service to both internal and external customers. APTARE StorageConsole Backup Manager automatically provides the reporting metrics to create chargeback/showback invoices that detail data consumption by group, cost of data, and bottom line total.

The Billing and Usage reports can be used to determine which business units are using your resources. If you're in the process of rolling out chargeback policies, consider using these reports as planning tools—to see what impact your policies might have on your business units or customers. You do not need to immediately start charging back your business units in order to find the Billing and Usage Reports useful. You can simply use the reports to gauge which business units are consuming the majority of your resources. This internal accountability will allow you to drive down costs. In addition to this, you can use these reports to produce billing reports and invoices for your business units or internal customers.

Let's take a look at some actual reports to see how they can be used in your business for chargeback and/or showback accounting.

1. Billing and Usage Policy Administration Report

The Billing and Usage Policy Administration is a great tool to begin implementing chargeback policies. In this screen, you can enter information on the amount each business unit / department within the infrastructure should be billed per GB of backup data, tape cartridge consumed, and/or amount of data duplicated. APTARE provides the ability to have a global cost for the entire infrastructure or different costs for individual resources or groups.



Billing and usage policies:

| Server group | Cost per GB | Cost per tape | Cost per dup'd GB |
|--|-------------|---------------|-------------------|
| /Global Storage Infrastructure/eWidgits - NetBackup/Applications/Oracle | \$ 0.25 | \$ 90.00 | \$ 0.75 |
| /Global Storage Infrastructure/eWidgits - NetBackup/Applications/Exchange | \$ 1.25 | \$ 90.00 | \$ 2.50 |
| /Global Storage Infrastructure/Bank of Trust - Legato | \$ 10.00 | \$ 20.00 | |
| /Global Storage Infrastructure/eWidgits - NetBackup | \$ 5.00 | \$ 20.00 | \$ 7.00 |
| /Global Storage Infrastructure/Dynamo Corp - TSM | \$ 2.00 | \$ 90.00 | |
| /Global Storage Infrastructure/SAN Hosts | \$ 0.25 | \$ 90.00 | \$ 0.75 |
| /Global Storage Infrastructure | \$ 5.00 | \$ 5.00 | \$ 5.00 |
| /Global Storage Infrastructure/eWidgits - NetBackup/Data Centers/London | \$ 60.00 | \$ 100.00 | \$ 225.00 |
| /Global Storage Infrastructure/Business Units/Sales | \$ 3.00 | \$ 2.00 | \$ 1.00 |
| /Global Storage Infrastructure/Application/Bill Pay/Application Servers (F | \$ 100.00 | \$ 10.00 | |
| /Global Storage Infrastructure/Application/Bill Pay | \$ 3.50 | \$ 11.00 | \$ 8.00 |
| /Global Storage Infrastructure/Amp Corp - BackupExec | \$ 12.00 | \$ 100.00 | \$ 50.00 |

Buttons: Add, Edit, Delete, OK, Help

2. Database Backup Billing Summary Report

The Database Backup Billing Summary report is useful for associating the costs of backup resources (as defined in the Business and Usage Policy Administration screen) to individual departments within the backup environment. The report can display results by application, business unit, department or any group you wish to report on. The costs for GB backed up, tape, or GB duplicated are shown as well as overall total costs. This report can be given to each group as supporting documentation at the time of chargeback to validate IT's invoice for the department's backup usage.

DB Backup Billing Summary

Customize Save Email Export Share Help

Server Group=Oracle | Jun 01, 2011 12:00:00AM - Jun 14, 2011 11:59:59PM

Total Clients: 17

| Client Server | Business Unit / Department | Backed Up GB | Cost Per GB | GB Usage Cost | # of Tapes | Cost Per Tape | Total Tape Cost | Total Dup (GB) | Cost Per Dup'd GB | Dup'd Usage Cost GB | Total Cost |
|---------------|--|--------------|-------------|---------------|------------|---------------|-----------------|----------------|-------------------|---------------------|--------------|
| bhuta | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 12.51 | \$ 0.25 | \$ 3.13 | 7 | \$ 90.00 | \$ 630.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 633.13 |
| bolivia | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 79.77 | \$ 0.25 | \$ 19.94 | 3 | \$ 90.00 | \$ 270.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 289.94 |
| botswana | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 101.64 | \$ 0.25 | \$ 25.41 | 10 | \$ 90.00 | \$ 900.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 925.41 |
| brunei | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 89.07 | \$ 0.25 | \$ 22.27 | 6 | \$ 90.00 | \$ 540.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 562.27 |
| bulgaria | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 89.75 | \$ 0.25 | \$ 22.44 | 6 | \$ 90.00 | \$ 540.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 562.44 |
| burund | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 61.40 | \$ 0.25 | \$ 15.35 | 10 | \$ 90.00 | \$ 900.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 915.35 |
| cambodia | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 87.87 | \$ 0.25 | \$ 21.97 | 6 | \$ 90.00 | \$ 540.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 561.97 |
| canada | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 60.20 | \$ 0.25 | \$ 15.05 | 11 | \$ 90.00 | \$ 990.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 1,005.05 |
| chad | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 51.58 | \$ 0.25 | \$ 12.90 | 8 | \$ 90.00 | \$ 720.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 732.90 |
| china | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 382.82 | \$ 0.25 | \$ 95.70 | 11 | \$ 90.00 | \$ 990.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 1,085.70 |
| colombia | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 241.67 | \$ 0.25 | \$ 60.42 | 11 | \$ 90.00 | \$ 990.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 1,050.42 |
| comoros | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 344.42 | \$ 0.25 | \$ 86.11 | 3 | \$ 90.00 | \$ 270.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 356.11 |
| congo | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 451.10 | \$ 0.25 | \$ 112.77 | 4 | \$ 90.00 | \$ 360.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 472.77 |
| croatia | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 321.63 | \$ 0.25 | \$ 80.41 | 9 | \$ 90.00 | \$ 810.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 890.41 |
| cube | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 1,430.65 | \$ 0.25 | \$ 357.66 | 31 | \$ 90.00 | \$ 2,790.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 3,147.66 |
| earth | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 1.26 | \$ 0.25 | \$ 0.32 | 9 | \$ 90.00 | \$ 810.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 810.32 |
| kiwi | /Global Storage Infrastructure/Widgits - NetBackup/Applications/Oracle | 474.58 | \$ 0.25 | \$ 118.64 | 26 | \$ 90.00 | \$ 2,340.00 | N/A | \$ 0.75 | \$ 0.00 | \$ 2,458.64 |
| | | 4,281.92 | | \$ 1,070.48 | | | \$ 15,390.00 | 0.00 | | | \$ 16,460.48 |

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3. Server Consumption Summary Report

Not all IT organizations want or are ready to implement a chargeback policy on their backup services but they do want to see how much of their resources a department or even a particular client is consuming. The Server Consumption Summary report is a helpful showback report that displays how much resources clients are consuming across heterogeneous environments with potentially multiple disparate backup applications. This report can be customized to include costs if you need to make this a chargeback report.

Server Consumption Summary Report

Customize Save Email Export Help

Server Group=Application | Jun 01, 2011 12:00:00AM - Jun 14, 2011 02:25:11PM

Total Row(s): 228

| Client | IP Address | Server | Backup Product | Last Backup | Disk Backup MBytes | Disk Backup Files | Tape Backup MBytes | Tape Backup Files | Number of Tapes |
|-----------|----------------|-------------|------------------------|-------------------------|--------------------|-------------------|--------------------|-------------------|-----------------|
| Aptare | 10.20.26.20 | Aptare | Tivoli Storage Manager | Jun 12, 2011 02:08:15PM | 413.47 | 4,514 | 8,281,896.76 | 486,852,463 | 162 |
| greece | 157.204.7.157 | everest | Veritas NetBackup | Jun 12, 2011 05:09:20AM | 0.00 | 0 | 6,004,532.84 | 2,786,253 | 30 |
| bundles | 10.0.0.88 | cindy | Legato NetWorker | Jun 12, 2011 09:18:13AM | 0.00 | 0 | 3,378,033.49 | 52,827 | 49 |
| baby | 10.0.0.197 | cindy | Legato NetWorker | Jun 12, 2011 09:18:13AM | 0.00 | 0 | 3,206,654.01 | 76,847 | 47 |
| lance | 10.0.0.91 | cindy | Legato NetWorker | Jun 12, 2011 09:19:13AM | 0.00 | 0 | 2,289,875.19 | 111,597 | 36 |
| kuwait | 157.204.7.48 | everest | Veritas NetBackup | Jun 01, 2011 11:47:45PM | 0.00 | 0 | 2,060,918.75 | 2 | 5 |
| disney | 10.60.250.45 | cindy | Legato NetWorker | Jun 12, 2011 07:26:13AM | 0.00 | 0 | 1,949,747.19 | 18,707,102 | 33 |
| cocoa | 10.0.0.252 | cindy | Legato NetWorker | Jun 12, 2011 04:46:13AM | 0.00 | 0 | 1,778,711.65 | 17,591,454 | 47 |
| miter | 10.0.0.129 | cindy | Legato NetWorker | Jun 12, 2011 07:50:13AM | 0.00 | 0 | 1,768,179.07 | 5,300,122 | 34 |
| coco | 10.0.0.180 | cindy | Legato NetWorker | Jun 10, 2011 07:55:13AM | 0.00 | 0 | 1,637,592.38 | 8,677,362 | 12 |
| crystal | 10.0.0.224 | cindy | Legato NetWorker | Jun 12, 2011 10:27:13AM | 0.00 | 0 | 1,608,776.55 | 6,662,868 | 40 |
| houdini | 10.60.250.34 | cindy | Legato NetWorker | Jun 12, 2011 10:19:13AM | 0.00 | 0 | 1,572,903.34 | 9,696,155 | 22 |
| HHSJDEENT | 127.0.0.1 | backupexec1 | Symantec Backup Exec | Jun 13, 2011 04:52:56PM | 0.00 | 0 | 1,523,857.16 | 120,950 | N/A |
| cuba | 157.204.7.154 | everest | Veritas NetBackup | Jun 12, 2011 05:44:45AM | 0.00 | 0 | 1,464,981.52 | 4,210,237 | 31 |
| ireland | 157.204.4.13 | everest | Veritas NetBackup | Jun 12, 2011 05:26:34AM | 0.00 | 0 | 1,383,900.02 | 269,066 | 15 |
| bashful | 10.0.0.195 | cindy | Legato NetWorker | Jun 12, 2011 09:18:13AM | 0.00 | 0 | 1,364,843.52 | 73,005 | 30 |
| apollo | 10.0.0.97 | cindy | Legato NetWorker | Jun 12, 2011 09:19:13AM | 0.00 | 0 | 1,276,807.08 | 104,671 | 35 |
| Deerfield | 10.20.28.132 | Aptare | Tivoli Storage Manager | Jun 12, 2011 01:09:08AM | 42,369.36 | 111,099 | 1,180,850.81 | 16,666 | 28 |
| HHSNAS1 | 127.0.0.1 | backupexec1 | Symantec Backup Exec | Jun 13, 2011 02:33:59AM | 0.00 | 0 | 948,171.36 | 106,040 | N/A |
| angol | 157.204.47.196 | everest | Veritas NetBackup | Jun 12, 2011 07:45:02AM | 0.00 | 0 | 938,210.06 | 133,184 | 17 |
| cinnamon | 10.0.0.152 | cindy | Legato NetWorker | Jun 12, 2011 05:52:13AM | 0.00 | 0 | 922,090.67 | 1,409,239 | 31 |
| Atmore | 172.16.0.57 | Aptare | Tivoli Storage Manager | Jun 09, 2011 06:38:45PM | 590,745.61 | 338,551 | 296,731.88 | 169,408 | 185 |

4. NetBackup Occupancy by Client Report

The NetBackup Occupancy by Client report is a custom report readily available from the APTARE library of custom reports. This report provides an interesting perspective in backup billing and usage by how much data is occupied by clients over time. The report takes into consideration all active backup data across any backup storage (tape/disk) to provide a complete view of how much GB each client is consuming.

APTARE reports are extremely flexible and can be customized as needed. For instance, Avamar software will backup only data that has changed in the environment. This can be a challenge for billing reporting as the amount of data actually transferred for the backup may be very small or even zero. Instead of reporting on transfer amount, APTARE has the flexibility to generate billing reports for the amount of data protected, providing your IT department the flexibility to design a chargeback policy that fits your business model.

NetBackup Occupancy by Client (GB)

Server Group=eWidgits - NetBackup | Jun 14, 2011 11:28:37AM

Total Row(s): 134

| Client | Total Unexpired Data | Expiring in Less Than 30 Days | Between 30 & 60 Days | Between 60 & 90 Days | Between 1 & 5 Years | Over 5 Years |
|------------|----------------------|-------------------------------|----------------------|----------------------|---------------------|--------------|
| greece | 27,037.32 GB | 14,047.19 GB | 12,990.13 GB | | | |
| kuwait | 10,659.85 GB | | | 10,659.85 GB | | |
| cuba | 6,195.83 GB | 3,965.08 GB | 1,963.26 GB | 267.50 GB | | |
| portugal | 6,056.82 GB | 342.54 GB | 1,912.24 GB | 3,802.04 GB | | |
| samoa | 2,857.59 GB | 298.85 GB | 884.43 GB | | | 1,674.30 GB |
| ireland | 2,271.52 GB | 1,606.81 GB | 267.52 GB | | | 397.18 GB |
| poland | 2,214.14 GB | 532.90 GB | 535.01 GB | | | 1,146.23 GB |
| everest | 2,073.05 GB | 251.03 GB | 1,692.31 GB | 129.71 GB | | |
| china | 1,989.94 GB | 1,299.37 GB | 501.08 GB | 189.50 GB | | |
| angol | 1,531.96 GB | 1,026.65 GB | 78.98 GB | 426.33 GB | | |
| croatia | 1,526.69 GB | 1,054.20 GB | 367.42 GB | 105.07 GB | | |
| kiwi | 1,472.55 GB | 879.84 GB | 553.74 GB | 38.97 GB | | |
| paraguay | 1,455.86 GB | 581.69 GB | 273.42 GB | | | 600.75 GB |
| japan | 1,428.79 GB | 999.13 GB | 333.54 GB | 96.13 GB | | |
| kazakhstan | 1,287.81 GB | 914.66 GB | 286.11 GB | 87.04 GB | | |
| israel | 1,234.64 GB | 894.80 GB | 133.60 GB | | | 206.23 GB |
| belarus | 1,223.69 GB | 852.29 GB | 284.00 GB | 87.40 GB | | |
| hungary | 1,201.13 GB | 960.20 GB | 79.18 GB | | | 161.76 GB |
| oman | 1,177.94 GB | 692.52 GB | 175.90 GB | | | 309.52 GB |
| france | 1,176.55 GB | 800.27 GB | 288.45 GB | 87.83 GB | | |
| colombia | 1,029.15 GB | 722.90 GB | 233.34 GB | 72.91 GB | | |
| palau | 892.02 GB | 327.15 GB | 188.23 GB | | | 376.64 GB |