|  |  |
| --- | --- |
| **${CustomerName}** |  |
| **${CustomerServiceType}**  Quarterly Business Review ${Quarter1}    ${SupportAccountManager}, Support Account Manager ${TechnicalAccountManager}, Technical Account Manager |  |



Contents

[Incidents Currently Open 2](#_Toc528334839)

[Executive Summary 3](#_Toc528334840)

[SLA Review 4](#_Toc528334841)

[${CustomerName} - Overall CommCell Health 5](#_Toc528334842)

[Capacity License Monitoring 6](#_Toc528334843)

[Library Capacity Monitoring 8](#_Toc528334844)

[Backup Success Rate 9](#_Toc528334845)

[Backup Success Rate - No Run Details 11](#_Toc528334846)

[Backup Success Rate - No Protection Details 12](#_Toc528334847)

[Restore Success Rate 13](#_Toc528334848)

[Data Deduplication 15](#_Toc528334849)

[Data Deduplication – Quarter on Quarter 16](#_Toc528334850)

[Incident Analytics 17](#_Toc528334851)

[Incidents Escalated to Development 18](#_Toc528334852)

[${CustomerName} Projects 19](#_Toc528334853)

[Cloud Health Check 20](#_Toc528334854)

[ESP Program Entitlements - Review 22](#_Toc528334855)

[Summary & Recommendations 24](#_Toc528334856)

[Appendix: 26](#_Toc528334857)

[Service Levels Response and Resolution Target Matrix 27](#_Toc528334858)

[ESP Weekend Process 28](#_Toc528334859)

[Commvault Team for Renaissance Reinsurance 29](#_Toc528334860)

# Incidents Currently Open

| **Incident** | **Created** | **Severity** | **Contact** | **Subject** | **Status** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |

# Executive Summary

**Enterprise Support Program SLA’s, Call Trends, and Ticket Load**

**Incidents Opened - ${Quarter1}**

* A total of ${IncidentsOpened} incident(s) opened
* Time To Respond (TTR) to ${CustomerName} incidents   
  adhered to ${TTRSLAPercentage}% SLA
* ${NoIncidentsTTR} incident(s) missed SLA

**Incidents Closed - ${Quarter1}**

* A total of N\A incident(s) closed
* Time To Close (TTC) for all ${CustomerName} incidents   
  adhered to ${TTCSLAPercentage}% SLA
* ${NoIncidentsTTC} incident(s) missed SLA

**Incidents Created by Severity during  
${Quarter1}**

# SLA Review

Details of tickets during ${Quarter1} that missed SLA, either TTR or TTC, with explanations:

* ${NoIncidentsTTR} Incident(s) missed Time To Respond (TTR) SLA %

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Ticket Number | Subject | Severity | SLA TTR | Actual TTR | Details |
|  |  |  |  |  |  |

* ${NoIncidentsTTC} Incident(s) missed Time To Close (TTC) SLA %

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Ticket Number | Subject | Severity | SLA TTC | Actual TTC | Details |
| - | - | - | - | - | - |

# 

# ${CustomerName} - Overall CommCell Health

Backup Success Rate was ${BackupSuccessRate}% for ${Quarter1} ${BackupSuccessRateQ2}

* This is ${BackupSuccessRateVerb} than the worldwide average of ${BackupSuccessRateWorldWide}% success
* If the ‘No Run’ jobs were excluded from these calculations, backup success would be ${BackupSuccessRateWithoutNoRun}%

Restore Success Rate was ${RestoreSuccessRate}% for ${Quarter1} ${RestoreSuccessRateQ2}

* Excluding ‘Killed’ restore jobs: ${Quarter1} (${RestoreSuccessRateWithoutKilledQ1}%) ${RestoreSuccessRateWithoutKilledQ2}

****

${Quarter1}

${Quarter2}

${Quarter3}

${Quarter4}

Backup/Restore Success Rates (%)

# Capacity License Monitoring

ESP Quarterly Business Reviews will track and monitor ${CustomerName}’s license usage over time

* Currently ${UsedPercentage}% or ${UsedData}TB of DPE utilized (${TotalData}TB Total)
* A ${Q2UsedDiffNumber}TB front end data ${Q2UsedDiffVerb} since the previous quarter
* DAE license has been ${DAEVerb} to ${DAEUsageData}TB usage (${DAETotal}TB Total)

**Client Change Rates**

Clients with notable changes in the ‘Last Full Backup’ size (>= 400GB), between ${Quarter2} & ${Quarter1}

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Client** | **Agent** | **Instance** | **Backup Set** | **Subclient** | **Job Size (Q1)** | **Job Size (Q2)** | **Change** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  | This page will be manual entry  It is not used by all of the team, or all of EMEA customers |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

# Library Capacity Monitoring

ESP Quarterly Business Reviews monitor magnetic libraries to identify trends and unexpected spikes in the environment

= A 10% or greater change

Compared to previous quarter

= Libraries with less than

10% free capacity

| **Library Name** | **Details** | **Quarter4** | **Quarter3** | **Quarter2** | **Quarter1** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |

# Backup Success Rate

${CustomerName} have averaged ${BackupSuccessRate}% Backup Success for ${Quarter1}

**Backup Success Rate (Continued)**

**Analysis for - ${CurrentMonth}**

**Note:** Data obtained from DR Sets is only accurate up to 1 month old, after which data protection jobs age off

Hence we are unable to analyse the complete quarter

**${NoBackupJobsCompletedWithErrors} backup jobs ‘Completed with Errors’**

This indicates the job has completed, but some files / folders could not be backed up

**${NoBackupJobsFailed} backup jobs ‘Failed’ (>= 5 ‘highest offenders’ shown below)**

* #BackupFailedLineOne##BackupFailedLineTwo#

**${NoBackupJobsKilled} backup jobs were ‘Killed’ (>= 5 ‘highest offenders’ shown below)**

* #BackupKilledLineOne##BackupKilledLineTwo#

# Backup Success Rate - No Run Details

‘No Runs’ include operations that were not run (e.g. another job running for the same subclient, disabled job activity, or disabled scheduler)

**Report Date Range:** **${CurrentMonth}**  
Clients with >=10 ‘highest offenders’ shown below

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Client** | **No Run** | **Reason** | **Subclient (+Agent)** | **Date of Last Error** |
|  |  |  |  |  |

**It is recommended that you check the following:**

* #NoRunBackup#

# Backup Success Rate - No Protection Details

‘No Protection’ items include subclients that have not been scheduled to be protected. The below report refers to these as ‘No Schedule’

**Report Date Range: ${CurrentMonth}**

|  |  |  |
| --- | --- | --- |
| **Client(s)** | **Total Jobs** | **No Schedule** |
|  |  |  |

A majority of clients have 1 or 2 subclients that are not protected – this is normally the default subclient acting as a ‘catch all’

**It is recommended that you check the following:**

* #NoProtectionBackup#

Please ensure that the listed clients are checked for the protection required by ${CustomerName}

# Restore Success Rate

${CustomerName} have averaged ${RestoreSuccessRateWithoutKilledQ1}% Restore Success for ${Quarter1}  
(Figure stated excludes ‘Killed’ restore jobs)

**Restore Success Rate (Continued)**

**Analysis for - ${CurrentMonth}**

**Note:** Data obtained from DR Sets is only accurate up to 1 month old, after which data restoration jobs age off

Hence we are unable to analyse the complete quarter

**${NoRestoreJobsCompletedWithErrors} Restore Jobs ‘Completed With Errors**’

This indicates the job has completed, but some errors were encountered

**${NoRestoreJobsFailed} Restore Jobs ‘Failed’ (>= 5 ‘highest offenders’ shown below)**

* #RestoreFailedLineOne##RestoreFailedLineTwo#

**${NoRestoreJobsKilled} Restore Jobs ‘Killed’ (>= 5 ‘highest offenders’ shown below)**

* #RestoreKilledLineOne##RestoreKilledLineTwo#

# Data Deduplication

Data Protected in ${MaxSize}



Size of App ${MaxSize}

Space Occupied ${MaxSize}

* Across the ${DedupeSPCount} Global DDBs we can see ${DedupeTotalDataProtected}TB of data protected on ${DedupeTotalDiskSpace}TB of magnetic disk
* Commvault Deduplication is providing a storage saving of ${DedupeRatio}% for ${CustomerName}

# Data Deduplication – Quarter on Quarter

* Commvault Deduplication is providing a storage saving of ${DedupeRatio}% protecting ${DedupeTotalDataProtected}TB of data on ${DedupeTotalDiskSpace}TB of magnetic disk.
* In comparison to ${Quarter2} application data has ${DedupeDiff} by ${appSizeDiff}TB, and an ${DiskSizeVerb} of ${DiskSizeDiff}TB of backend magnetic disk used.

# Incident Analytics

|  |  |
| --- | --- |
|  |  |
|  |  |

* During Q2 there was a total of 3 support incidents raised covering the following topics:  
  + CDR queries on how to change the replication log location (This is done in the GUI under the CDR agent)
  + SQL Restore issues due to the destination client machine missing the SQL Server Management Objects (SMO) package
  + Cleaning tape issues since there were 2 tapes with the identical barcode across 2 different libraries, advice was to eject one of the duplicates

# Incidents Escalated to Development

* ${IncidentsEscalated} incidents escalated to the development team during ${Quarter1}

| **Ticket Number** | **Severity** | **Problem** | **Resolution** |
| --- | --- | --- | --- |
| To pull in data from CRM on open tickets | To pull in data from CRM on open tickets | To pull in data from CRM on open tickets | To pull in data from CRM on open tickets |

**Escalations To Development for ${Quarter1}**

# ${CustomerName} Projects

**Current Projects**

* **Project #1 Title**Details on this project
* **Project #2 Title**Details on this project

# Cloud Health Check

**ESP TAM to provide quarterly high level results / recommendations following Cloud Health Metrics checks**

* **Cloud SLA is reporting ${CurrentSLA}**SLA has ${SLAVerb} since last quarter from ${LastSLA} in ${LastQuarterMonth} to ${CurrentSLA} in ${ThisQuarterMonth}  
  There are a total of ${SLAMissedClients} clients reporting as outside the 30 day SLA
* Full Details can be found here:  
  https://cloud.commvault.com/webconsole/survey/reports/indcommcellsurvey.jsp?surveyId=27&${CCLink}

| **CommCell Name** | **Item** | **Result** |
| --- | --- | --- |
|  |  |  |

# ESP Program Entitlements - Review

**Enterprise Service Credits**(Designed to be used for ad-hoc Training / PS / Customization work)

Entitlement: ‎[€](https://en.wikipedia.org/wiki/Euro_sign)12,000 per ESP contract year  
Used: [€](https://en.wikipedia.org/wiki/Euro_sign)  
Remaining: [€](https://en.wikipedia.org/wiki/Euro_sign)  
  
Expiry/Anniversary Date: <<ANNIVERSARY DATE OF ENTERPRISE SUPPORT CONTRACT>> (DD/MM/YYYY)

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Service Delivered** | **Amount Deducted** | **High Level Details** |
|  |  |  |  |

ALL STATIC/MANUAL ENTRY

**ESP Program Entitlements - Review**

**TAM Days**  
  
Entitlement: Up to 10 TAM days per quarter, delivered on a monthly basis

Days Utilised (${Quarter1}): <<DAYS>>

Cancelled at late notice: <<DAYS>>

Days Lost: <<DAYS>>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Days Used** | **Location** | **Host** | **High Level Details** |
| DD/MM/YYYY | 1.0 | ON/OFF SITE | HOSTS NAME | * TAM DAY DETAILS * TAM DAY DETAILS |
| DD/MM/YYYY | 1.0 | ON/OFF SITE | HOSTS NAME | * TAM DAY DETAILS * TAM DAY DETAILS |
| DD/MM/YYYY | 1.0 | ON/OFF SITE | HOSTS NAME | * TAM DAY DETAILS * TAM DAY DETAILS |
| DD/MM/YYYY | 1.0 | ON/OFF SITE | HOSTS NAME | * TAM DAY DETAILS * TAM DAY DETAILS |

ALL STATIC/MANUAL ENTRY

# Summary & Recommendations

**Summary**

* Time To Respond met ${TTRSLAPercentage}% SLA for ${Quarter1}
* Time To Close met ${TTCSLAPercentage}% SLA for ${Quarter1}
* Backup Success Rate was ${BackupSuccessRate}% for ${Quarter1} ${BackupSuccessRateQ2}  
  + This is ${BackupSuccessRateVerb} than the worldwide average of ${BackupSuccessRateWorldWide}% success
  + ${NoRunCount} ‘No Runs’ have brought this figure down from what would have been ${BackupSuccessRateWithoutNoRun}%
* Restore Success Rate was ${RestoreSuccessRate}% for ${Quarter1} ${RestoreSuccessRateQ2}
* Commvault Deduplication is currently providing a storage saving of ${DedupeRatio}%

**Summary & Recommendations**

**Recommendations**

* Review the two clients highlighted as having No Protection (Page 13), these should either have schedules assigned or have their activity control disabled at the subclient level
* Review the client growth rates (page 8) reported during ${Quarter1} to ensure they are expected or can be explained by RenRE. There are 10 clients that have reported over a 1TB change (up or down) in the last calendar quarter

ALL MANUAL ENTRY

# Appendix:

**Tickets Opened During ${Quarter1}**

| **CommCell** | **Severity** | **Ticket Number** | **Subject** | **Status** | **Resolution** |
| --- | --- | --- | --- | --- | --- |
| To pull in data from CRM on open tickets | To pull in data from CRM on open tickets | To pull in data from CRM on open tickets | To pull in data from CRM on open tickets | To pull in data from CRM on open tickets | To pull in data from CRM on open tickets |

# Service Levels Response and Resolution Target Matrix

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Severity** | **Title** | **Definition** | **Response Target** | **Example** | **Resolution Target** |
|
| 0 | Catastrophic | A catastrophic event where there is a Total and immediate impact to the customer business. | Immediate – 15 Minutes | Complete outage to CommServer. Multiple Server outages/rebuilds issues. Real Disaster Recovery | 12 Hours |
| 1 | Critical | A wide scale outage to a component having a significant impact to a customer’s current and future business. | 30 Minutes | Critical restore/rebuild issues. Critical DB restores (Exchange, SQL, Oracle, etc.). CommServer not functioning properly – minimal to no server backups or restores possible | 24 Hours |
| 2 | High | A failure of a component resulting in a high impact problem where business is proceeding but is significantly impaired. | 1 Hour | Server backup failures. Directory/Folder and File Restore failures. | 72 Hours |
| 3 | Medium | A matter not having a significant current business impact on the product or application, with a work around. | 3 Hours | Client installation, Media Mgmt, or Operational issues | 10 Days |
| 4 | Low | Requests for information, inquiries, reports of product defects or inconsistencies, enhancement requests | 4 Hours | A request for an enhancement, but with no urgency | N/A |

# ESP Weekend Process

In the event that you require Enterprise Support Program (ESP) assistance during a weekend, please ensure you follow the procedures outlined below:  
  
**New ESP Support Ticket is required**Please call the local support hotline and open a support ticket with the appropriate severity (please refer to the ‘Service Levels Response and Resolution Target Matrix’ on the previous page). The Commcell ID (Fxxxx) will highlight the support ticket as ESP, which will then be routed to an available support engineer who can assist you  
  
Should the issue be of a ‘Critical / Sev 1’ or ‘Catastrophic / Sev 0’ nature, the weekend on call ESP SAM’s will be notified who will then ensure the support ticket is managed as per standard ESP procedures (Note: weekend coverage is currently split between EMEA and US support teams)

**Existing ESP Support Ticket**Should you wish to work on an existing support ticket at the weekend, and know that this will be a requirement prior to the weekend, please inform your ESP SAM in time so that they can make arrangements with the weekend teams. If however the weekend work was not planned, please call the support hotline so that the support ticket can be routed as required to an on-call team engineer  
  
Note: This may not be the engineer you have previously been working with during the week

**EMEA Support Hotline Numbers**

|  |  |
| --- | --- |
| Belgium | 0800-79392 |
| Denmark | 8088-9260 |
| France | 0800-918893 |
| Germany | 0800-1012330 |
| Ireland | 1-800-608178 |
| Israel | 1-809-494177 |
| Italy | 0800 782147 |
| Netherlands | 0800-0227402 |
| Portugal | 800-8-14516 |
| Russia | 8-800-100-9423 |
| Saudi Arabia | 8008444077 |
| South Africa | 080-09-81256 |
| Spain | 0900-991600 |
| Sweden | 0200-896316 |
| Switzerland | 0800-836023 |
| United Arab Emirates | 80004442334 |
| United Kingdom | 0800-9171424 |

# Commvault Team for ${CustomerName}

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Contact Details** |
| Aaron Kinsella | Enterprise Account Manager | E: [akinsella@commvault.com](mailto:akinsella@commvault.com) M: +353 (0) 87 912 0298 |
| Peter Guyan | ESP – Manager (EMEA) | E: [pguyan@commvault.com](mailto:pguyan@commvault.com)  M: +44(0) 7884 181 247 |
| John Winslet | ESP – Support Account Manager | E: [jwinslet@commvault.com](mailto:jwinslet@commvault.com) M: +44(0) 7557 950 178 |
| Alan Clarkson | ESP – Technical Account Manager | E: [aclarkson@commvault.com](mailto:aclarkson@commvault.com)  M: +353 (0) 87 969 4831 |
| Gerard Murray | System Engineer | E: [gmurray@commvault.com](mailto:gmurray@commvault.com)  M: +353 (0) 87 921 3492 |