

Use Case: HP Connected® Backup



Ensuring a successful PC refresh by leveraging data protection

Industries such as finance, banking, healthcare, and government run mission-critical applications that are vital to daily operations. When system upgrades are required, the time required to perform these upgrades can visibly impact a user's day-to-day operations and have financial implications should the PC refresh process hit a glitch. Adopting a strategy to ensure successful and streamlined PC refresh is critical to these organizations.



With support for Windows XP due to formally end in April 2014, Microsoft will no longer offer the security upgrades that protect XP users from newly emerging viruses, spyware, and other malware. To mitigate rising support costs, reduced user productivity, and increased security vulnerability that could result with continued use of legacy Windows XP systems, many organizations are refreshing their laptop/PC assets with updated Windows 7- or Windows 8-based systems.

What are the challenges?

For enterprises with distributed workforces, refreshing hundreds or thousands of systems is a daunting task. Enterprise IT faces the challenge to replace the primary tool of their knowledge workers without imposing a significant impact on worker productivity. This involves not only the replacement of the hardware device and the operating system, but making the individual worker's data and applications available on that new device on day one of the new system. Delivering unique data sets to each worker is the complicating variable that prompted one IT manager to compare the task to changing a tire on a car at 60 mph.

Traditional PC migrations often are expensive, time-consuming tasks, involving significant hours of IT labor and downtime for users. Migration tools are complex and lack the functionality to manage thousands of users and endpoints. IT administrators spend excessive time and resources restoring user data, which negatively impacts user productivity due to the lack of data access during migration. Productivity can be impacted even more if the desktop refresh does not preserve the original working environment.

Migration tools like Microsoft USMT (User State Migration Tool) are not built to scale up to the task of data migration for an enterprise workforce, and this requires IT administrators to install migration files and folders to each computer—a time consuming and repetitive process. They must then create a migration store by writing custom scripts and code to migrate files and settings. One mistake can result in the loss of valuable data. Once the migration for the first desktop is completed, the entire process starts again, for each and every user.



Shortfalls of some data migration methods

Some companies resort to the manual, risky, and time consuming user-driven practice of copying files from the old machine to the new machine using a USB stick or external hard drive. In this case, this sensitive data may end up sitting around unprotected after migration, becoming a potential data leakage risk. This labor intensive approach is also prone to user error, given its manual nature.

In most enterprises, these status quo approaches to data migration are often too complex, too risky, and too costly. IT is forced to further extend their limited resources and create a service center to own the task. This is costly to the IT organization and to the end user who must accept the loss of productivity associated with relinquishing custody of their system to IT to migrate their files to the new system. Fortunately, there is a smarter, automated way to address these issues.

HP Connected® Backup

Simplify and streamline data migration during PC/laptop refresh

When enterprise IT plans on a PC refresh project, it's important to ensure an enterprise-grade PC backup is in place as a part of the PC refresh process. Having a backup of all corporate users' business data on legacy systems eliminates the cost and risk associated with accidental data loss during the PC refresh process. Furthermore, agent deployment can be simplified by building PC Backup as part of a master image.

HP Connected Backup remedies current migration challenges in PC refresh and enables

IT to scale the data migration process across all users. Users are empowered with self-service access for all of their backed up data the moment they log in to the brand new PC—without IT intervention. IT administrators are able to perform scalable, systematic data migration as a natural part of the desktop refresh process. Connected Backup eliminates the downtime normally associated with typical service center-based data migration, so users can remain productive, which saves time and help desk-related costs.

A pre-collected repository

Connected Backup's pre-collected repository of user data enables manageable data migration. Deployed to the legacy system prior to system refresh, user data is transparently backed up by Connected Backup to a consolidated premise or cloud-based data center, based upon administrator and end user specified policies. The Connected Backup data center may be leveraged by administrator's performing "assisted migrations" of data on behalf of their end users, as well as by the end users who can perform self-service migration of their data from one system to another.

A single consolidated store of user data eliminates the need to manage hundreds or thousands of system-to-system connections and the use of USB sticks or removable media by each user requiring data migration.

Fast efficient deployment to enterprise PC's, laptops

Connected Backup is designed for fast, efficient deployment to thousands of distributed PCs. Agent deployment to legacy systems is managed via Microsoft SCCM (System Center Configuration Manager) or equivalent enterprise deployment strategy. Alternatively, end users may use self-service options to restore data without IT intervention.



The initial system backup of distributed PCs and laptops is expedited by Connected Backup's patented, industry-leading data reduction and deduplication technologies. Connected Backup is a proven solution that is optimized for success over bandwidth limited networks.

Centralized policy management enables migration at scale

Centralized policy management enables IT to easily create policies for backup and restore, including data migration. You can then apply those policies to communities of users, to manage users and devices by community. This centralized administration capability allows IT to manage the migration across the entire enterprise in a consistent manner and at scale.

Simplified self-service data migration without the need for complex tools

Connected Backup delivers a seamless approach to manage migration. Connected data centers, whether on premise at a customer's site or in a public cloud, provides a single, consolidated repository of all user data across the entire enterprise.

Users gain immediate access to all of their files via native applications for Windows and Mac, a web-based access portal, and mobile apps. End users can access and migrate their data in whole, in increments, or file by file. This intelligent data retrieval capability simplifies data migration during desktop refresh. Flexible metadata-based search enables users to identify files of immediate need for priority access/migration. Less critical files are persisted in the backup and may be migrated at a later time, as required by the user.

The self-service model enables users to migrate data at their own speed, avoiding IT bottlenecks that arise in service center models.

Connected Backup enterprise customers save IT time and reduce help desk costs related to ad hoc processes.

Beyond PC Refresh

Unlike migration tools that are a one-time use only, Connected Backup continually protects and secures corporate data against data loss or leakage after the desktop refresh process is complete.

Connected Backup capabilities
Policy-driven, automated, true enterprise protection for mobile user data

With policy driven and automated backups, valuable enterprise endpoint data is always protected, secure, and available for recovery and discovery without the need for user intervention.

Enterprise management and reporting

The Connected Support Center feature provides custom and out-of-the-box advanced system reporting, automated report generation, delivery, and proactive metrics-based management of backup. It enables actionable, efficient administration of large distributed enterprises and assures companies that their most important data is always protected.

Secure mobile data accessibility

With secure anytime/anywhere access users can access their protected data via a web-based access portal, or the Connected Backup mobile app, on popular mobile devices such as Android and Windows 8-based tablets, smartphones, and iPads. User productivity is increased without sacrificing the organization's security and compliance requirements.

Connected Backup provides the most enterprise-proven, scalable, and litigation-ready mobile user data protection solution in the market today, protecting more than 4 million enterprise users worldwide. Connected Backup is available in on-premise, cloud-based, or hybrid configurations. For more information, visit www.hp.com/go/connected

About HP Autonomy

HP Autonomy is a global leader in software that processes human information, or unstructured data, including social media, email, video, audio, text, web pages, and more. Autonomy's powerful management

and analytic tools for structured information together with its ability to extract meaning in real time from all forms of information, regardless of format, is a powerful tool for companies seeking to get the most out of their data. Autonomy's product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management.

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