

Customer Scenario:

Current monitoring solution doesn't notify the user of performance-related issues until they have already had a negative impact on the business.

Persona

Technical decision maker

Feature/Product

Veeam ONE



Scenario overview



Current monitoring solution doesn't notify the user of performance-related issues until they have already had a negative impact on the business.

Today, more than ever, recovery objectives and regulatory compliance are something that affects all customers. To satisfy the goals and requirements of each, customers often must turn to manual tracking methods or wait until an error occurs to troubleshoot. To meet recovery and compliance goals, users must be able to monitor and report on their data protection environment to ensure the highest availability, prevent issues from becoming problems and prove compliance on a moment's notice.

With Veeam® ONE™ v11, users can deliver true proactive management of their backup environment with reporting and visibility that help increase backup success, streamline support experience and track backups against compliance goals.

Key selling points



- Provide unparalleled visibility into Veeam CDP infrastructure and policies for precise SLA control through configuration change tracking, data sovereignty overview and the backup infrastructure audit
- Be fiercely compliant with monitoring and reporting across the lifecycle of your backup data from creation to deletion, as well as the immutability status of your backups
- Stay on top of your database backups with increased visibility and enhanced alarms for Microsoft SQL, Oracle, IBM AIX, Oracle Solaris and now Google Cloud Platform

Trigger words/events



Trigger words

- Real-time monitoring, performance analysis
- Troubleshooting, knowledge base
- Automated and on-demand reporting
- Change tracking
- Dashboards, at-a-glance health check, drill-down
- Compliance
- Data security

Trigger events

- Need visibility into virtual and physical environments
- Regulatory compliance for data retention
- Enabling data security for your backups

Hurt



Current state questions – How do they do it today?

- How do you currently optimize storage utilization?
- How much time do you spend documenting your virtual and physical environments today?
- How do you validate that you're meeting SLA and compliance goals?

Credibility questions

- Do you feel you have complete visibility into your virtual and physical environments?
- Do you feel as though you are spending too much time babysitting backup jobs?
- How are you monitoring the security of your backup data across its lifecycle?

Rescue



Usage scenario

- Would it help you proactively mitigate potential threats to your environment before they develop into real problems?
- Would it help you stay connected with 24.7.365 real-time visibility into backup, physical and virtual environments?
- Would it help to be able to prove backup compliance with both in-depth reports and executive views?