BI Content Assistant – Case Study
A Hot Backup Solution for BOE XIR3 and BI4

Background

Our client is a multinational company developing healthcare devices around the world; it uses SAP BusinessObjects™ as its global reporting solution.

The SAP BusinessObjects Deployment

"We maintain three individual SAP BusinessObjects™ environments around the globe to service our 3000+ reporting customers generating over 2000 reports daily.

Currently we run SAP BusinessObjects XIR3.1 on all three sites (American, European and Australian), using load balancing and failover capabilities built into the software. The modules used are Web Intelligence™, Desktop Intelligence™ & BI Explorer"

Challenges in Backup

"Managing and monitoring BusinessObjects backups are a big task when running just one non-clustered environment. Doing this over three environments is a huge challenge as BusinessObjects (XIR3) doesn't properly support hot backups.

Therefore we needed to stop services in all three areas daily in order to be able to create reliable backups and when we did we needed to backup both the BO file store as well as the BO repository databases. Doing this was a huge pain and didn't allow us to create a central backup of all three systems or allow us to do cross-restores when required."

Previous Backup Arrangements

"In order to work around the aforementioned issues we've tried using the import/export wizard, however this was a hassle to configure, didn't properly support our large environment and didn't support incremental backups, resulting in painful configuration, endless backups and not being able to restore files quickly when needed. The BusinessObjects backups done nightly (file store and repository database) do run in a timely fashion but are a pain to maintain as well and are really only helpful when there's a need to do a full restore and not on individual files."

The BI Content Assistant – A Backup Solution That Works for our Client

"The BI Content Assistant (BICA) has allowed us to run incremental backups in a matter of minutes for all three sites from one location, giving us full control on restores from one central server. It also supports cross restores, so even if we need to restore a file from server A on server B we can with one single click. As it stores all data in a database and ships with a BusinessObjects universe to report on that, we can quickly get an overview now of all files changing on a daily bases and monitoring the backups is much easier than it was before."

General Comments on BICA

"Given the short time that BICA has been available on the market it's remarkably stable, ever since we went live with the tool (a little over a month ago) it has already come to the rescue on two occasions and the backups we've scheduled (twice a day for all three areas) have worked every single time without failure. The fact that the licensing is per database server storing the backups results in a very low TCO for us as it allows us to backup all three areas on a single license."

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