

THEINFOPRO



Recovery Management Trends

(Full sample – 205)

for

CA

Study Conducted by TheInfoPro, Inc.

September / October 2008

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Recovery Management Study – Overview

Study Objective

- CA asked TheInfoPro (TIP) to conduct a custom research study with user enterprises to understand current trends in the Recovery Management market and to address specific issues related to current market drivers for investments in Recovery Management Solutions.

Study Approach

- TIP effected completion of 205 survey interviews through a Web-based multiple choice questionnaire. The total sample encompassed four geographic markets: US/NA, Europe, Japan, Brazil with questions translated to Japanese and Portuguese for Japan and Brazil respectively.
- CA did not provide customer or other contact names for use in the study.
- CA provided the base question set; the final instrument was jointly constructed by TIP and CA.

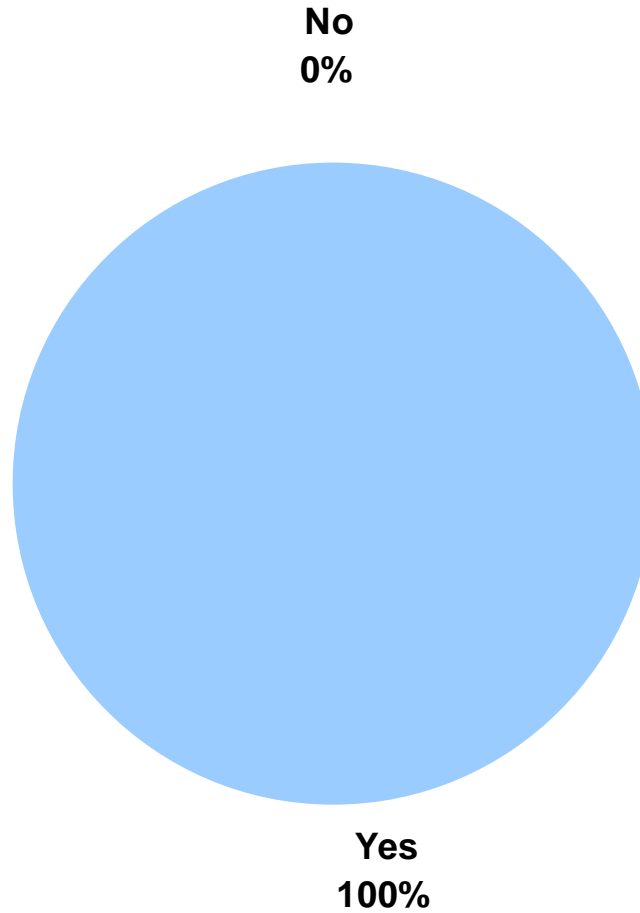
Study Timeframe

- September / October 2008



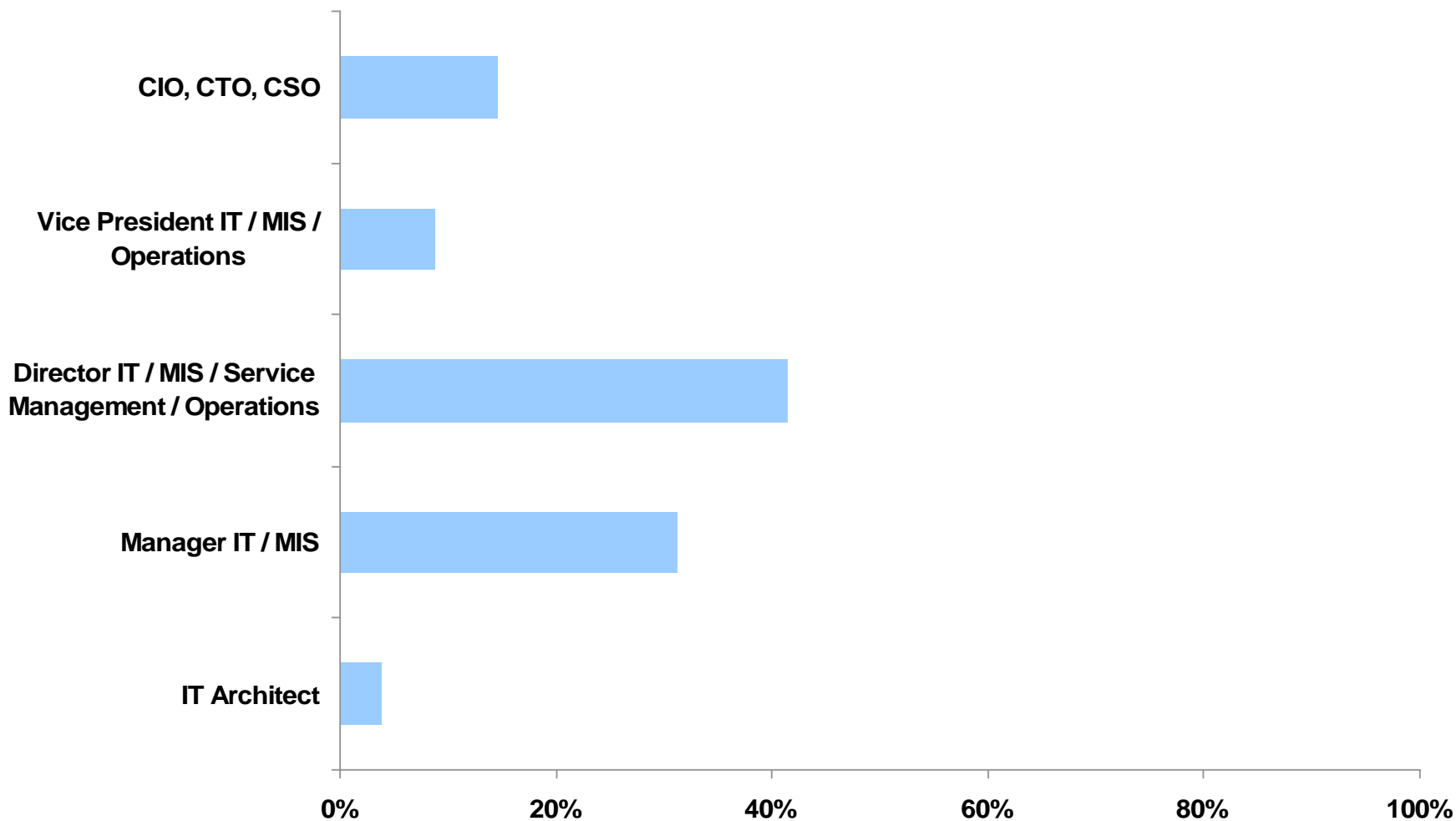
Level of Responsibility

Do you have responsibility for Backup, Disaster Recovery and/or Business Continuity products and solutions in your organization?



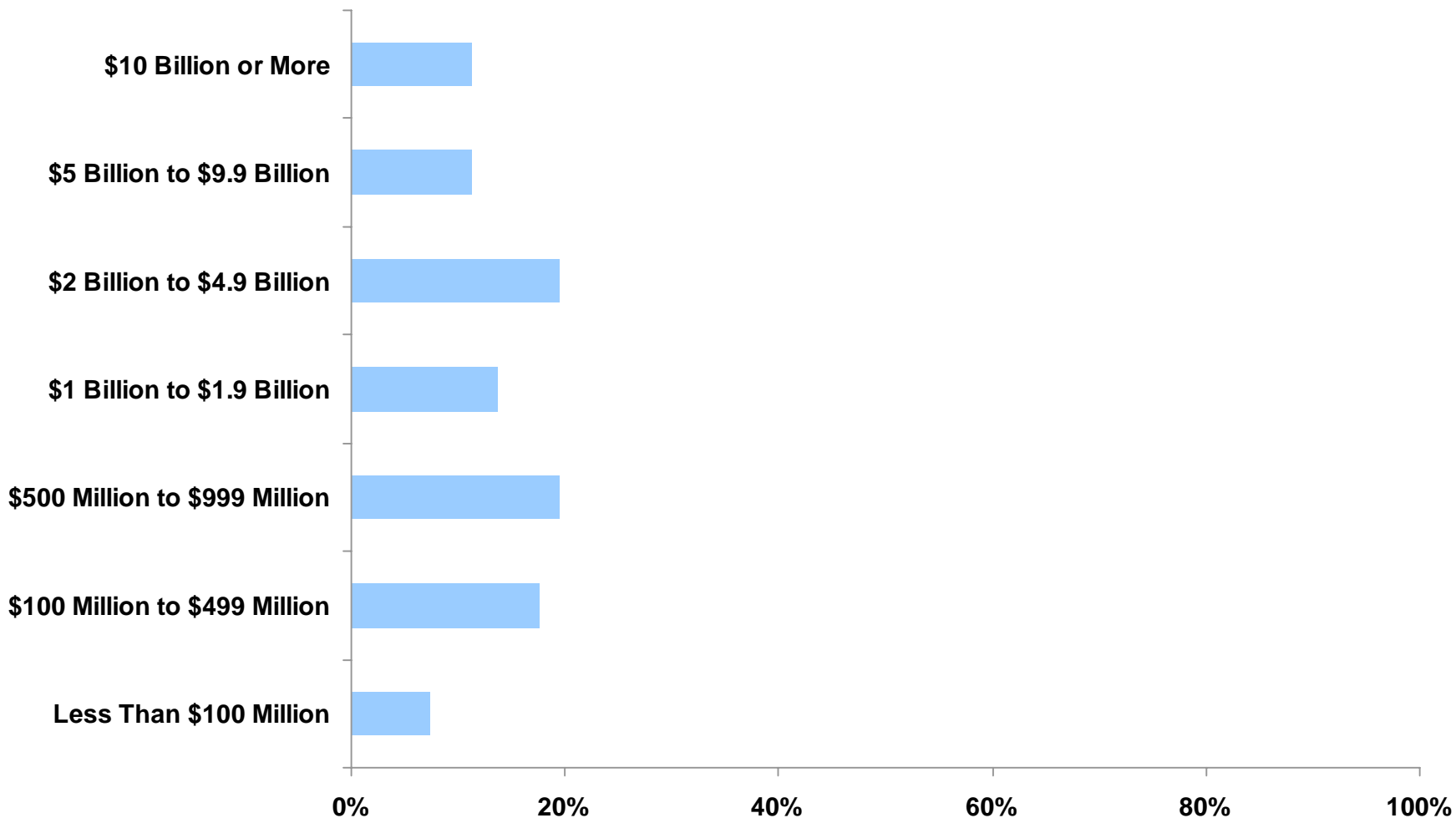
Job Function

What is your job function or level of responsibility in your organization?



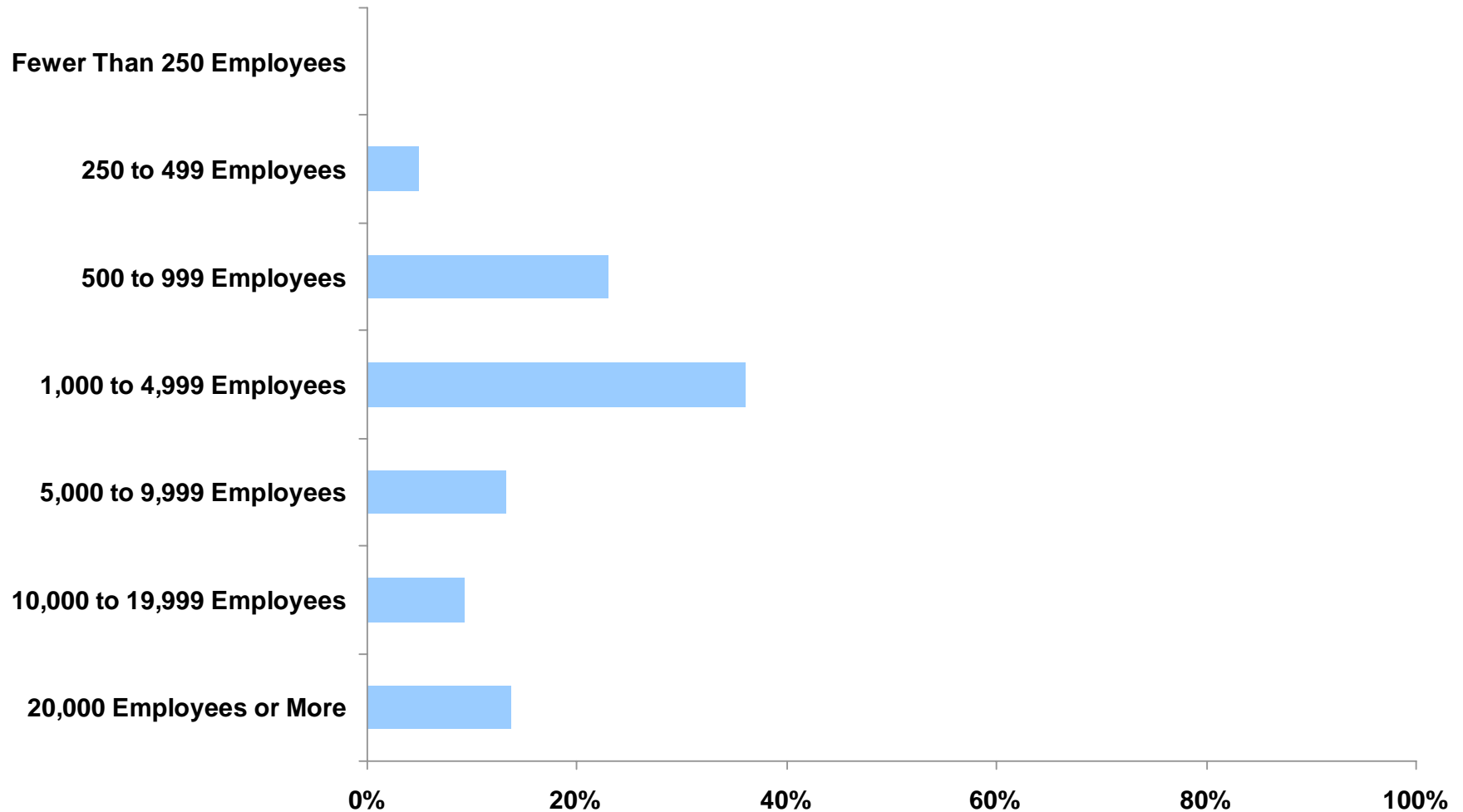
Annual Sales

What is the approximate annual sales volume of your company in U.S. dollars?



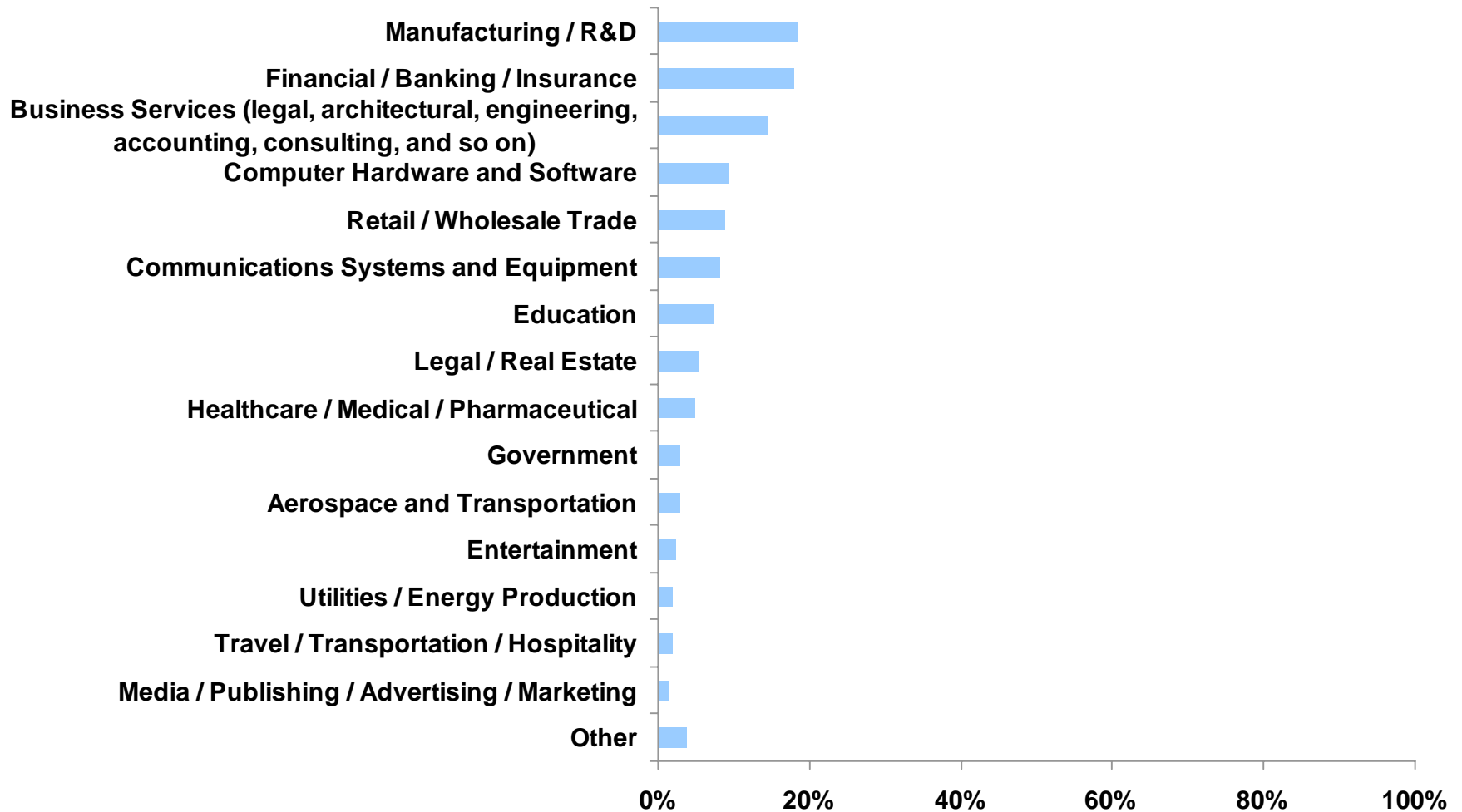
Full-time Employees

How many full-time employees work in your company globally, including all sites and locations?



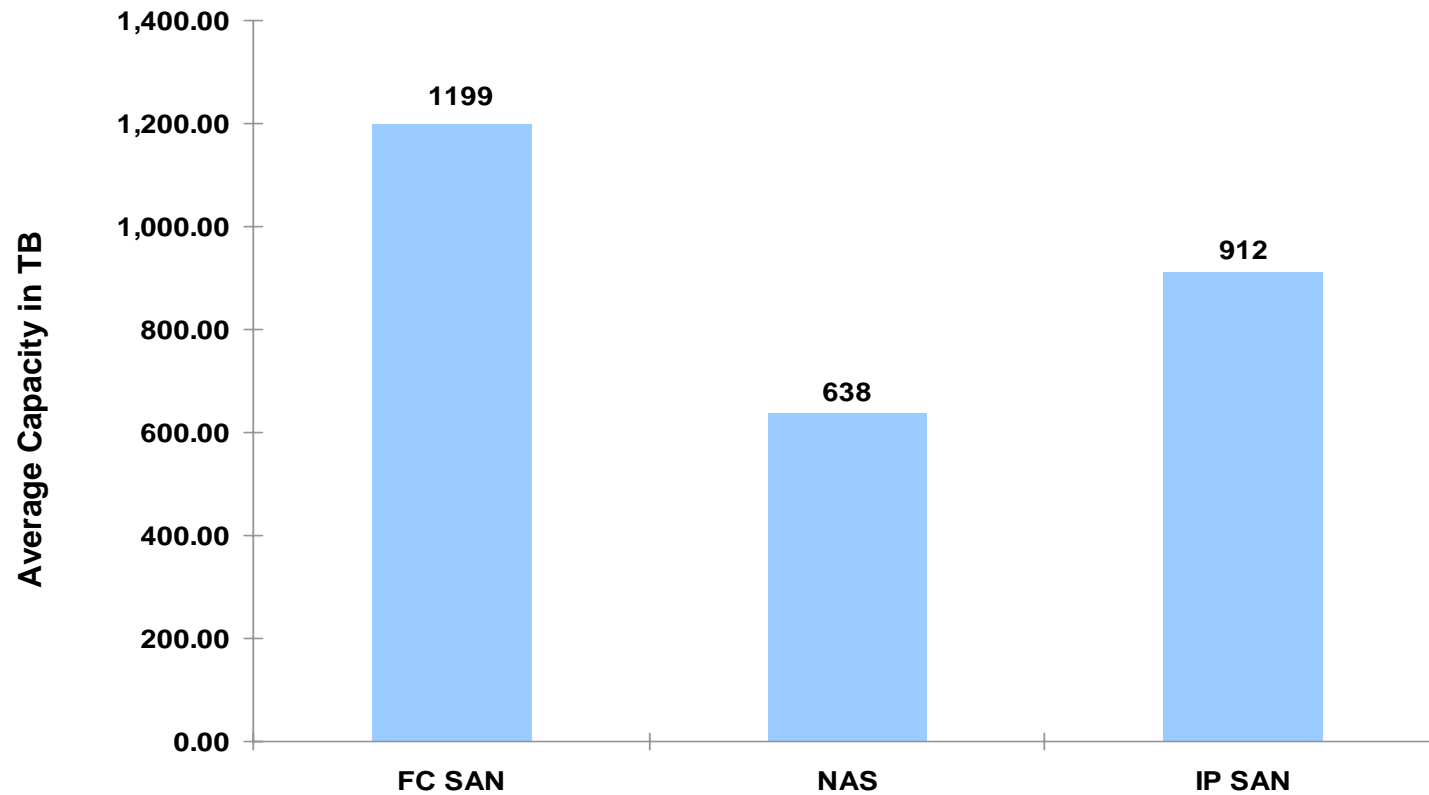
Primary Business Activity

Which of the following best describes the primary business activity of your organization?



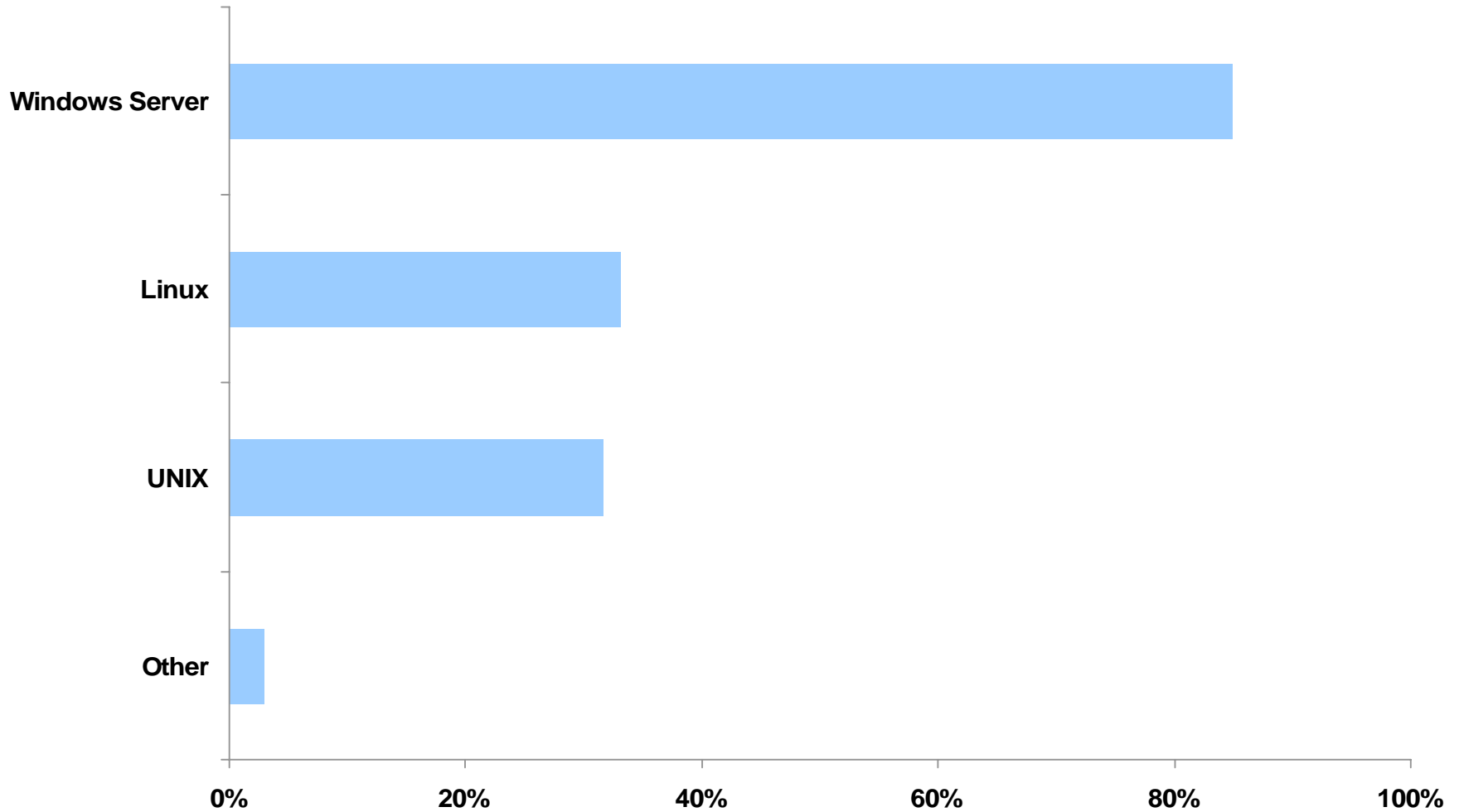
Current Storage Capacity: FC SAN / NAS / IP SAN

What is your total storage capacity for each storage type in usable TB?



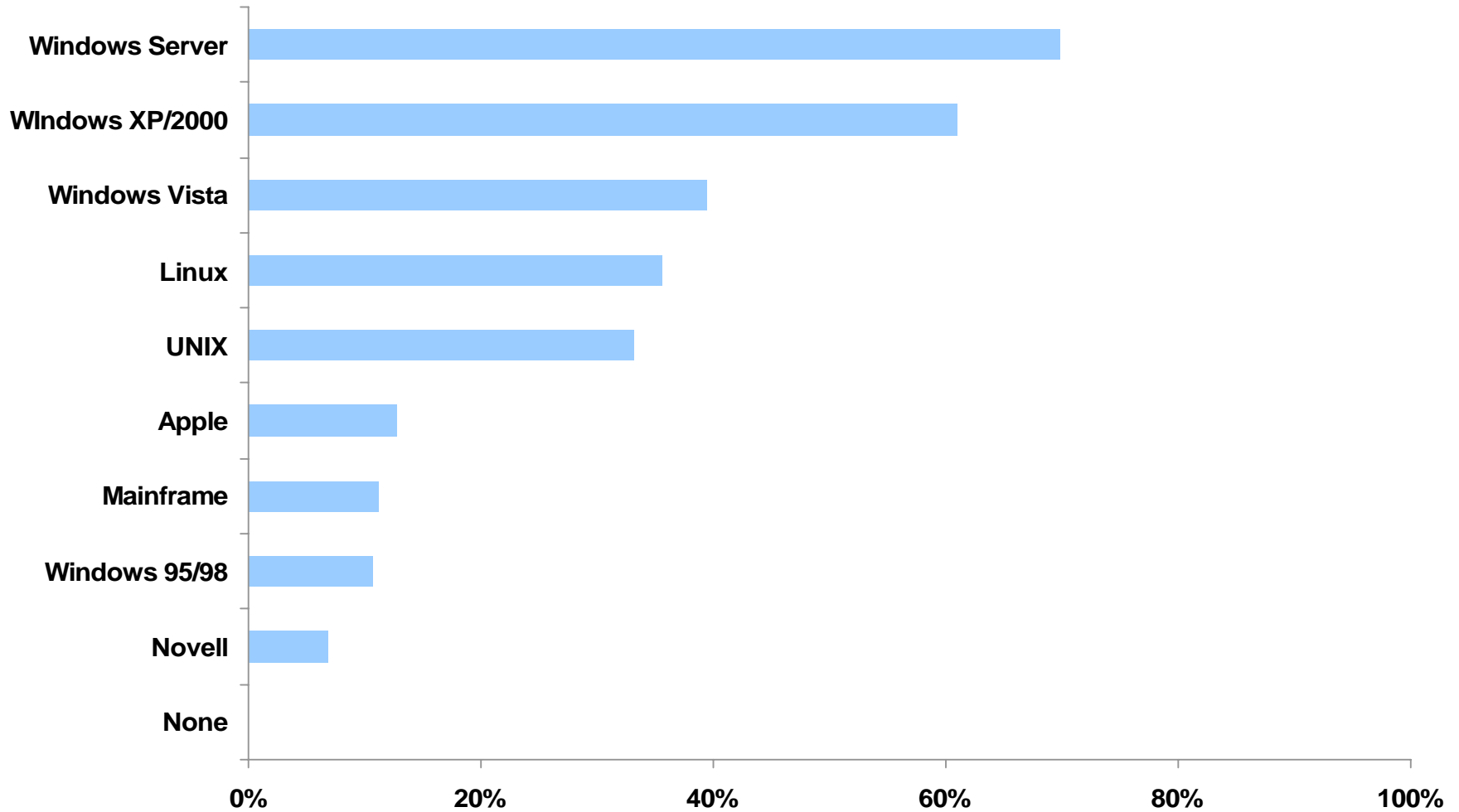
Backup System OS

Which operating system does your backup system run on?



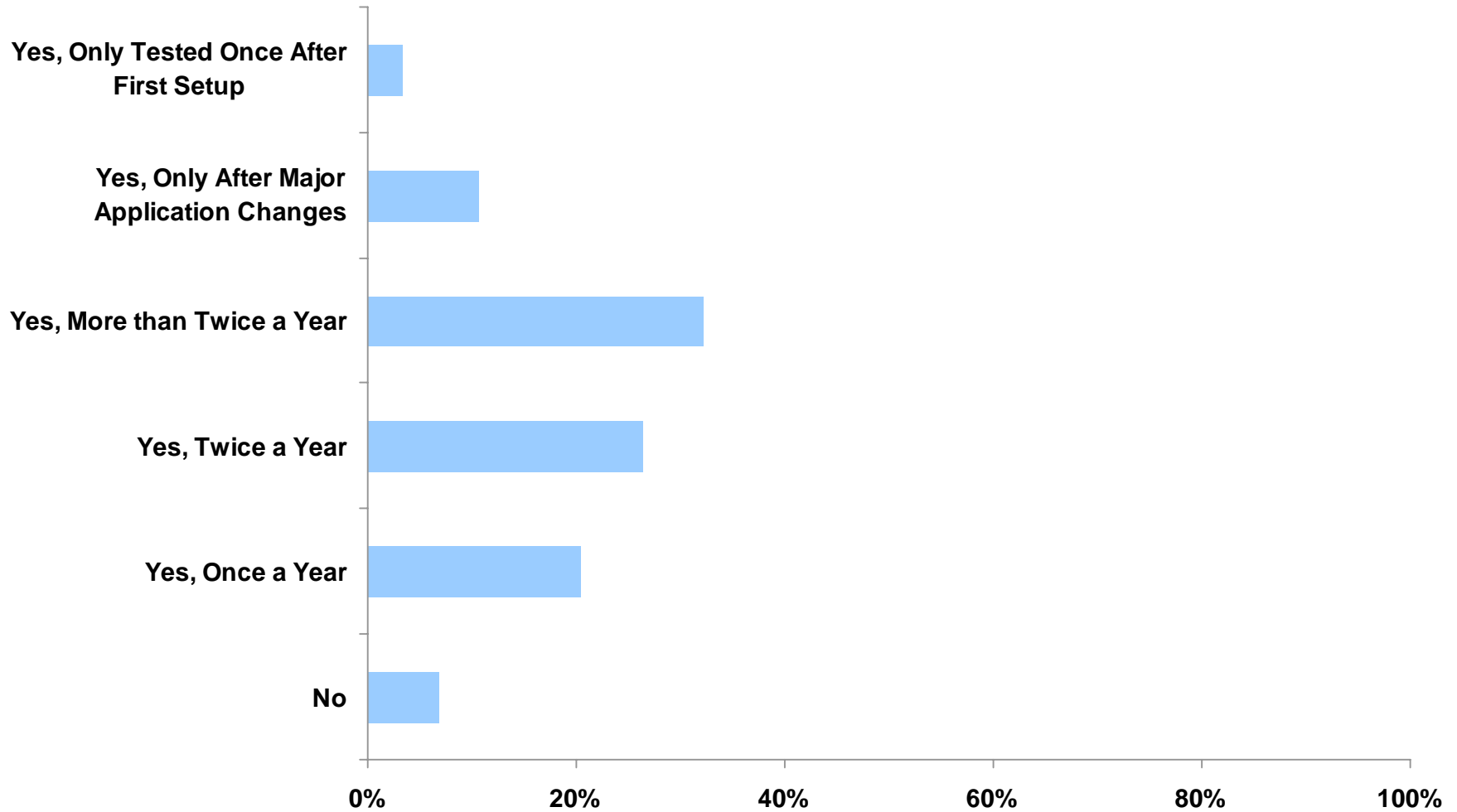
Storage Environment

Please select all that apply in your storage environment:



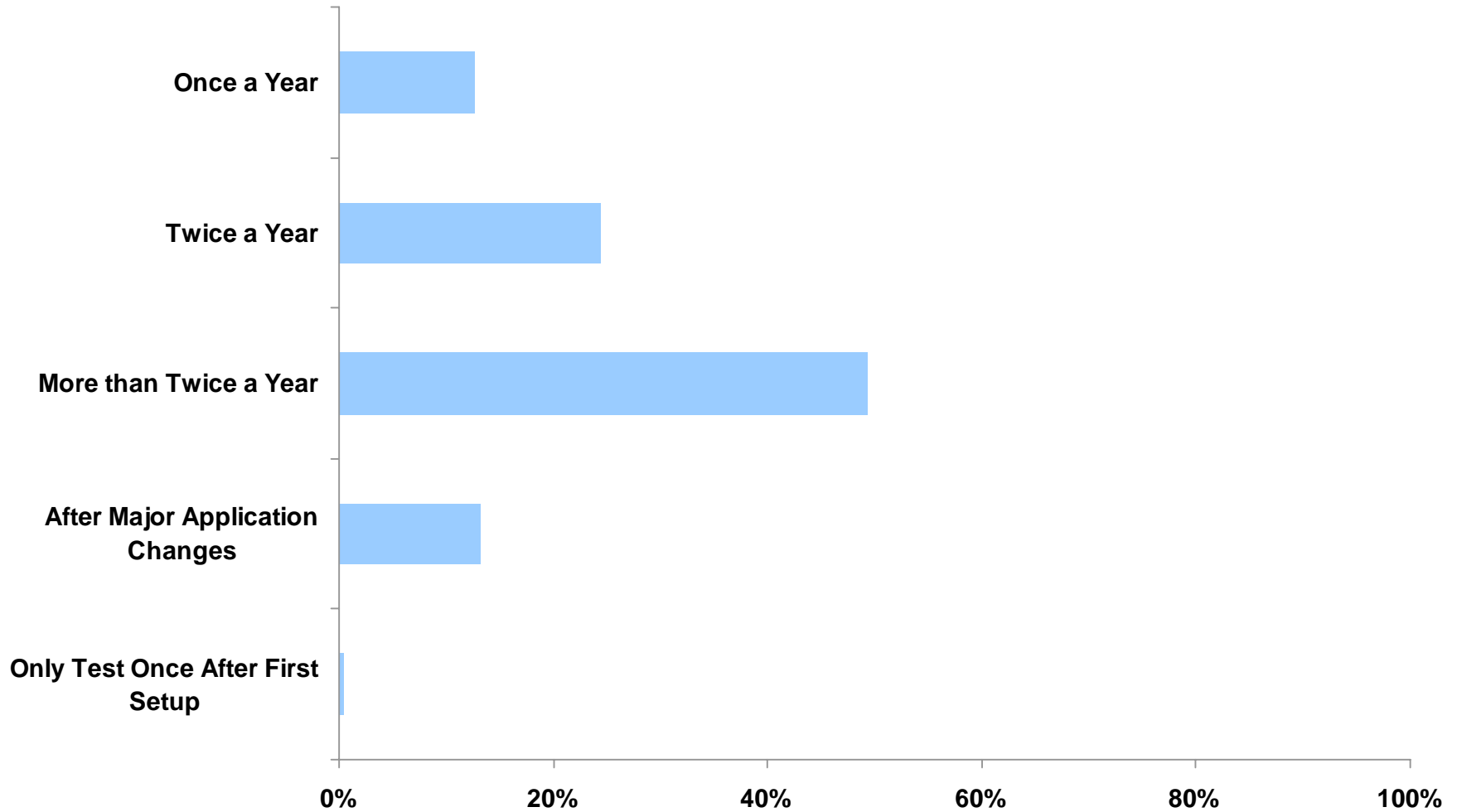
DR Software Testing

Do you currently test your DR software and if so how often?



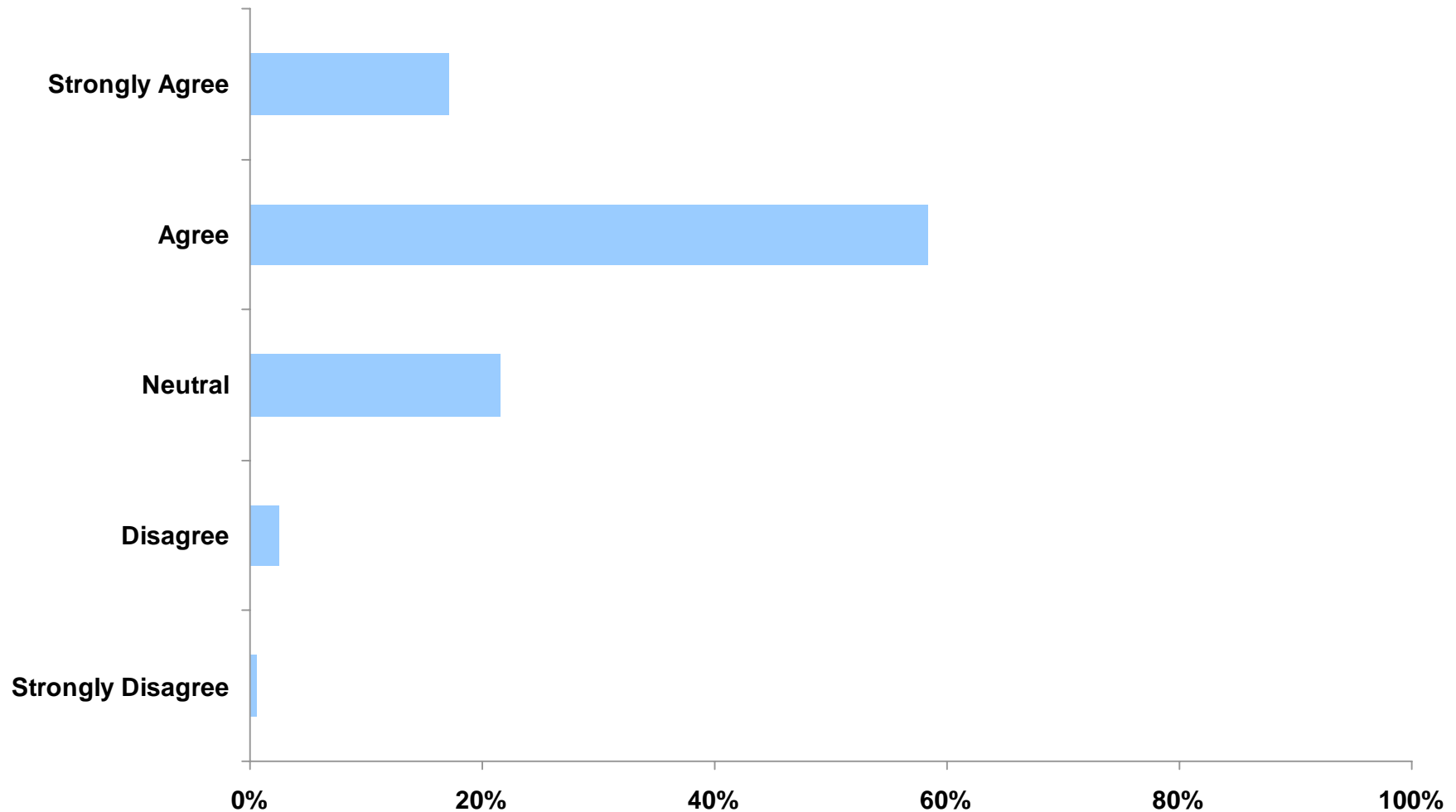
DR Software Testing Frequency

How often would you test your DR software if you had a way to do so simply and without any business disruption?



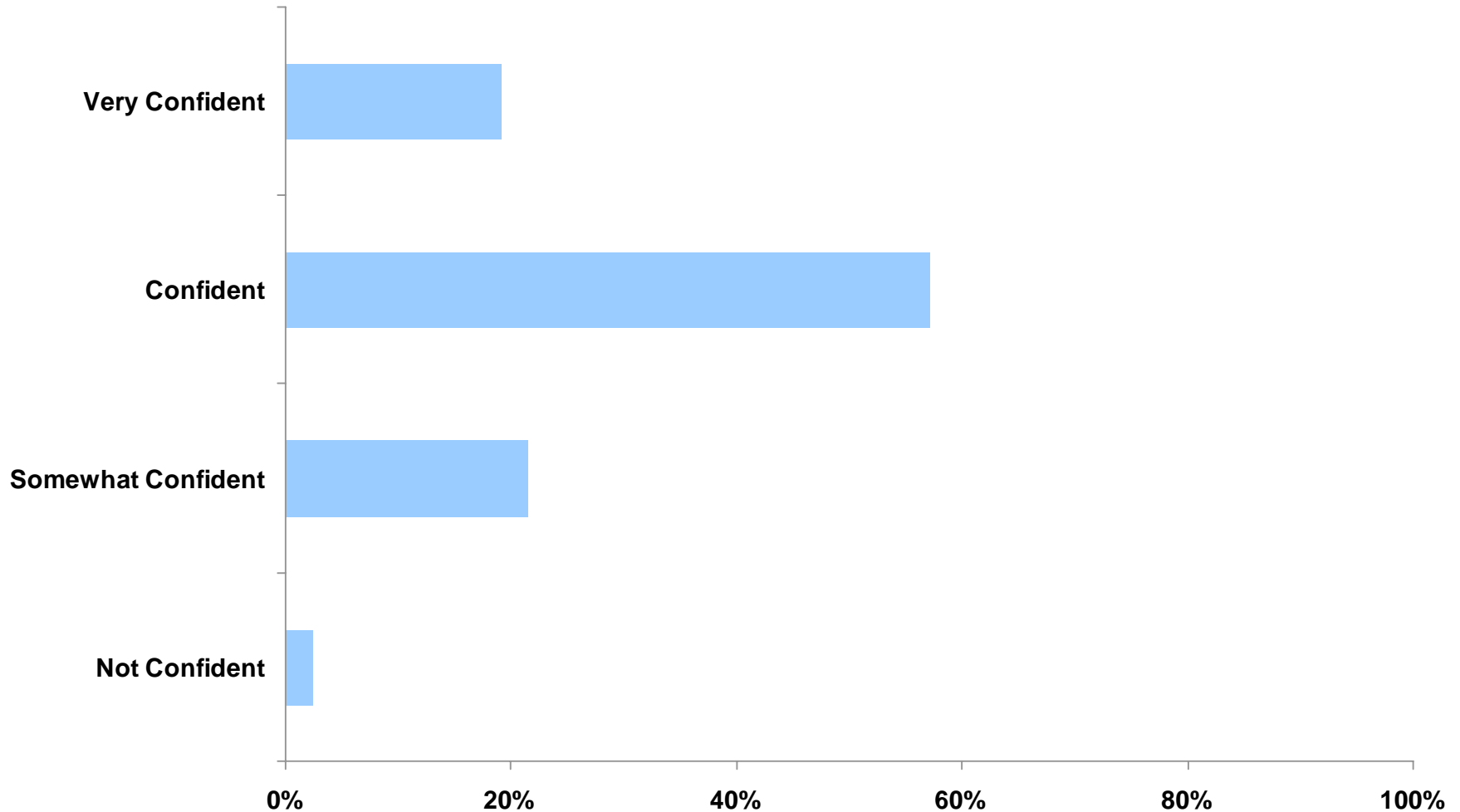
Backup Solution Addressing Data Protection Needs

Do you agree or disagree with the following statement? "Your backup solution is addressing your data protection needs."



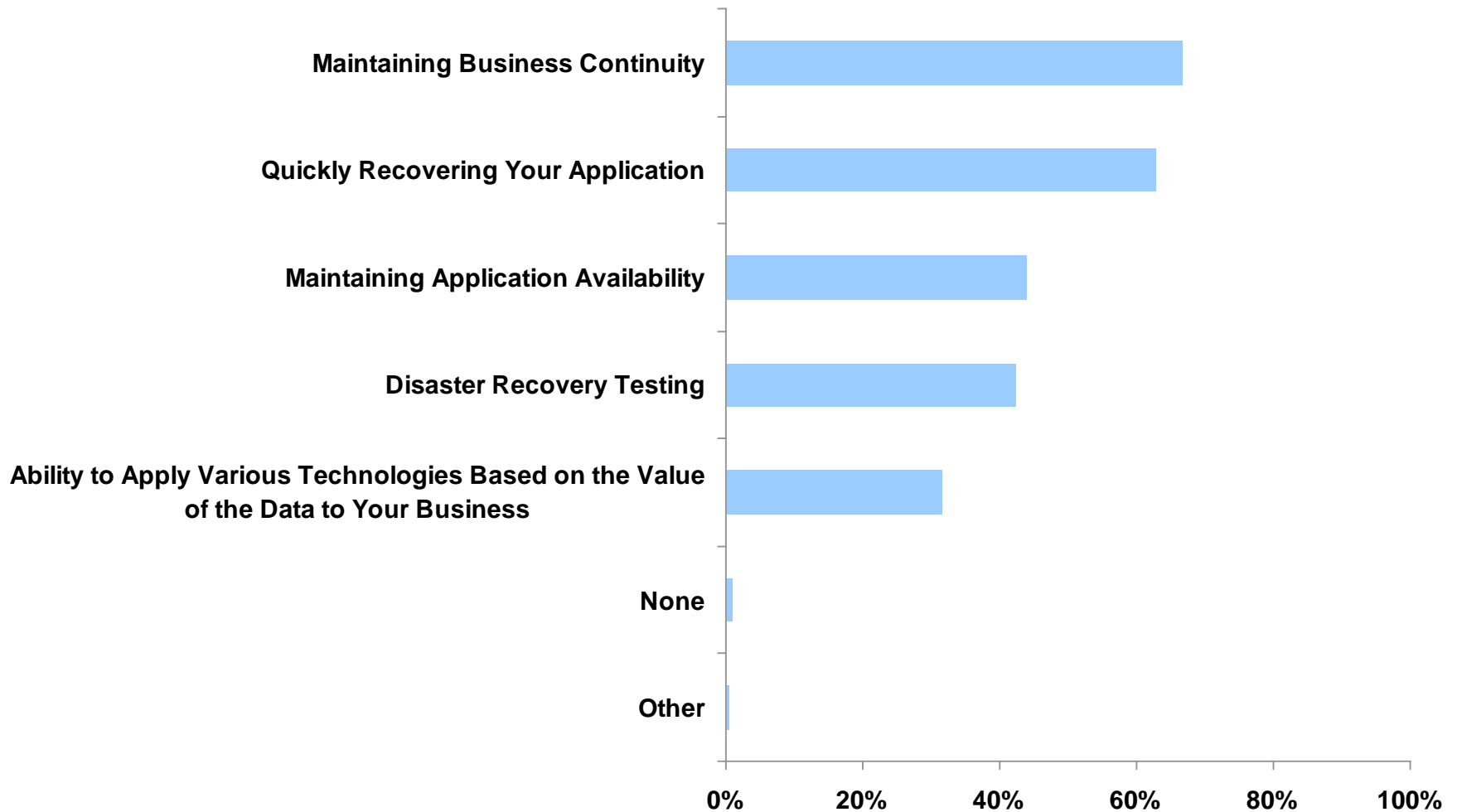
Recovery Confidence

How confident are you that you can recover your data using your existing backup product to meet your business needs?



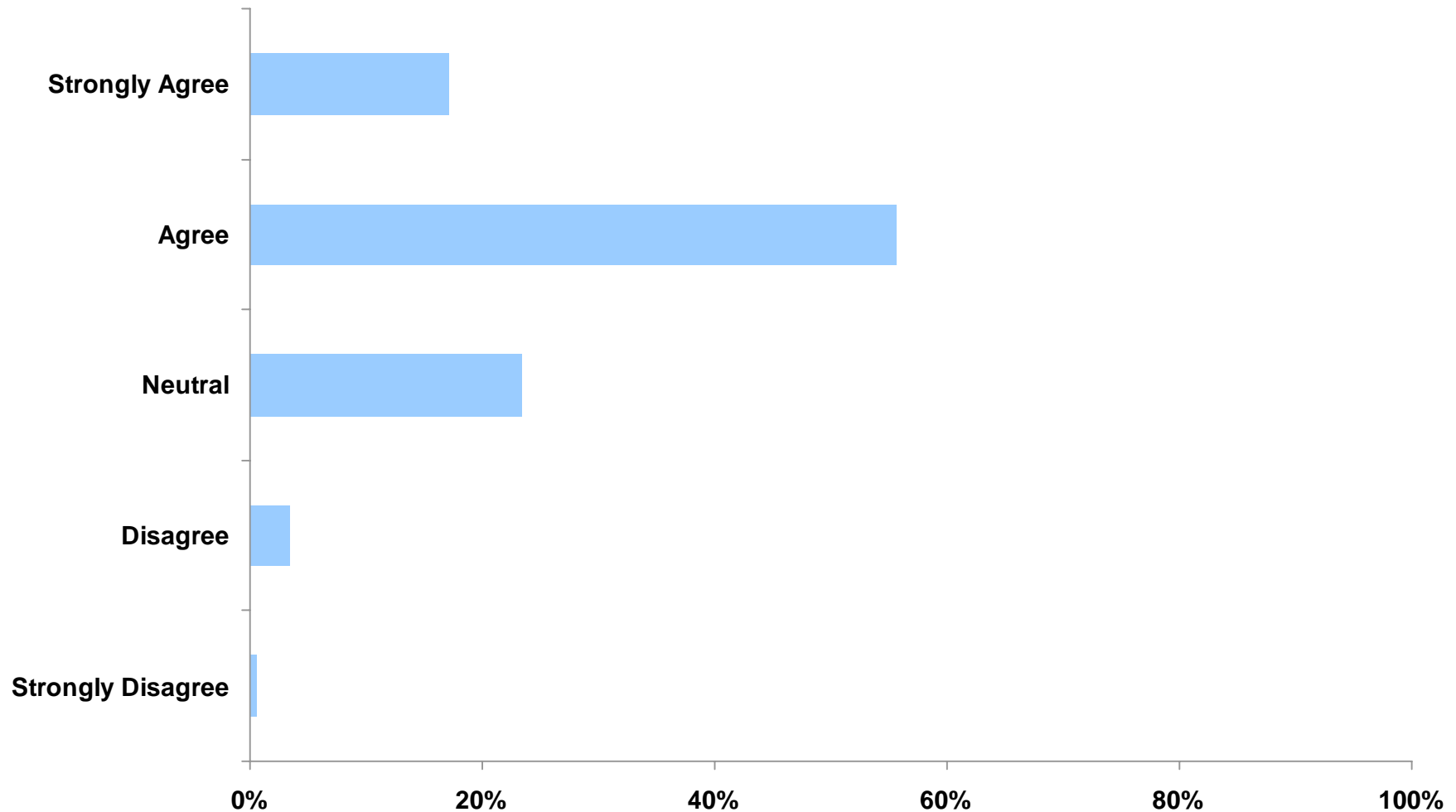
Disaster Recovery Components – Importance

Which components of the Disaster Recovery process are most important to your organization?



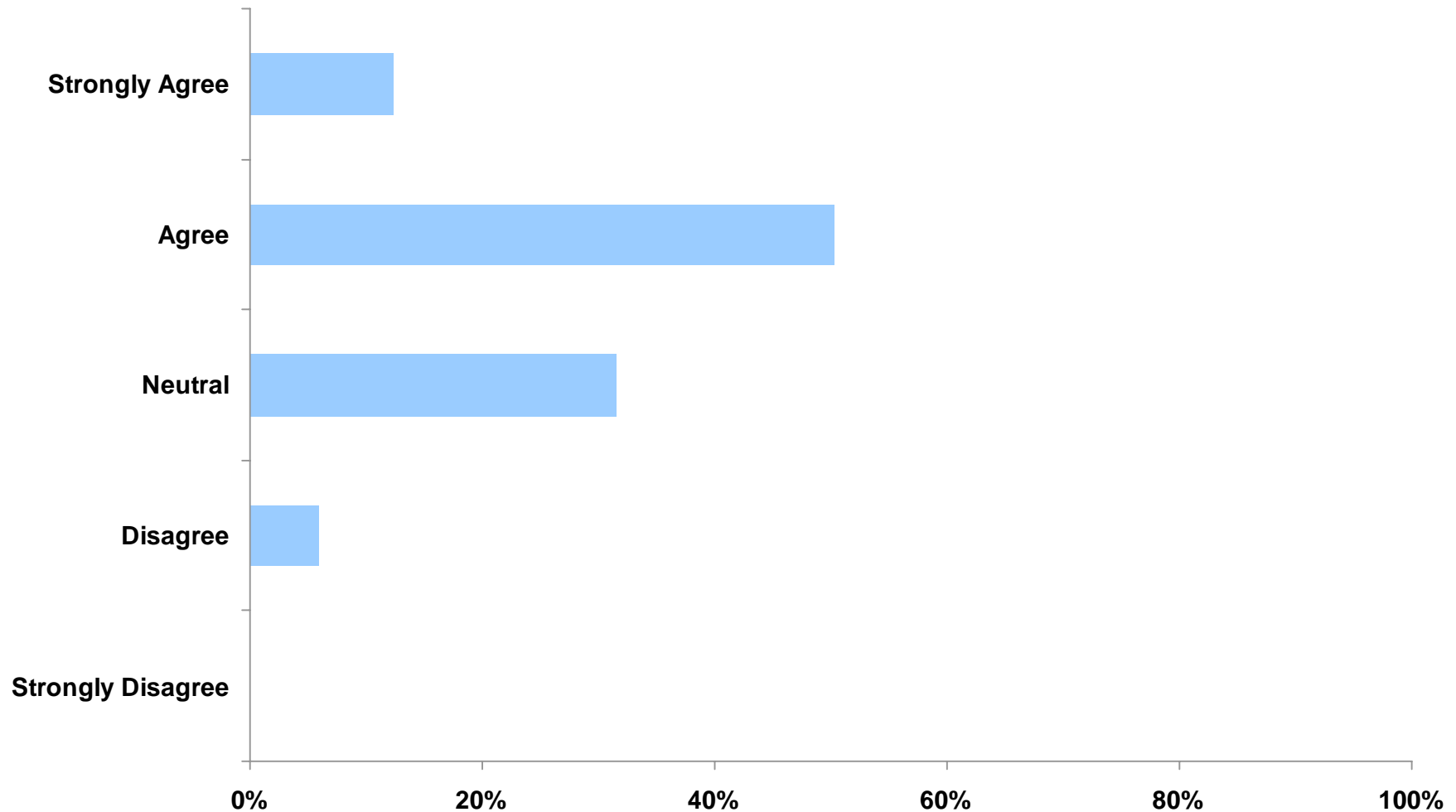
Switching Backup Solutions for Replication Integration

Do you agree or disagree with the following statement? "You would consider switching your backup solution to one that integrates with your replication solution."



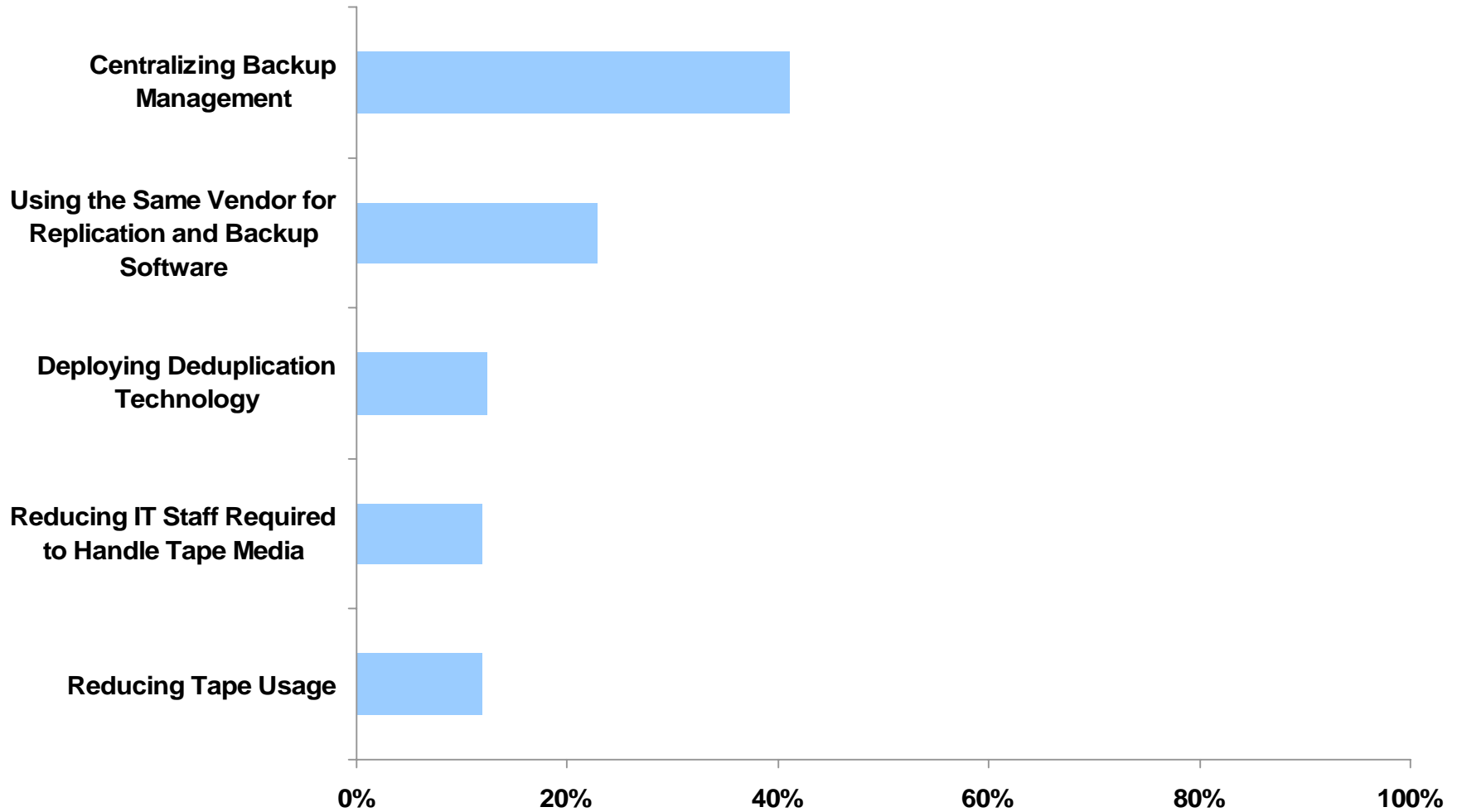
Replication Vendors' Backup Software

Do you agree or disagree with the following statement? "You would consider using your replication vendors' backup software instead of your current installed backup software vendor."



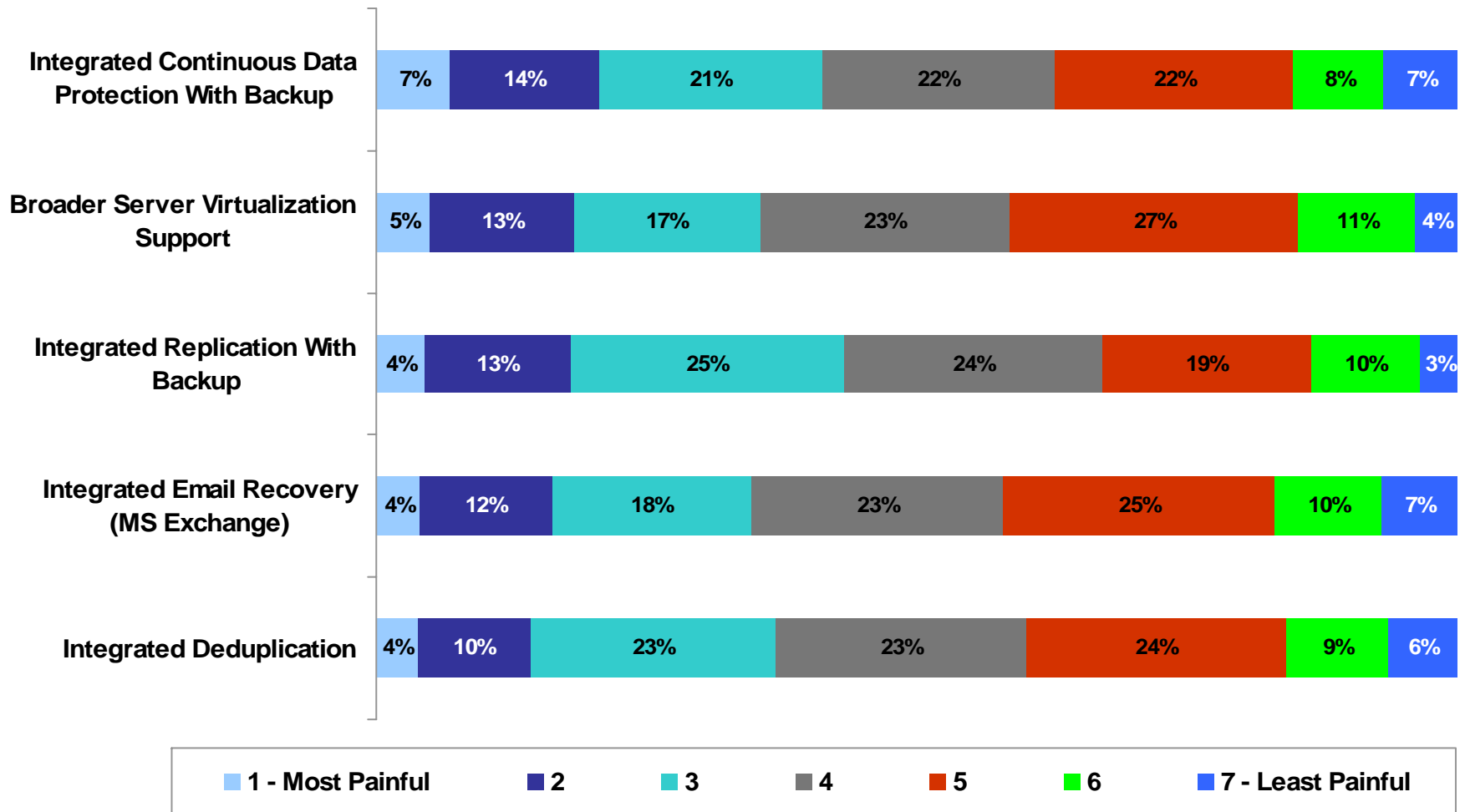
Cost Reduction

Which cost reduction for backup is the most realistic for your organization?



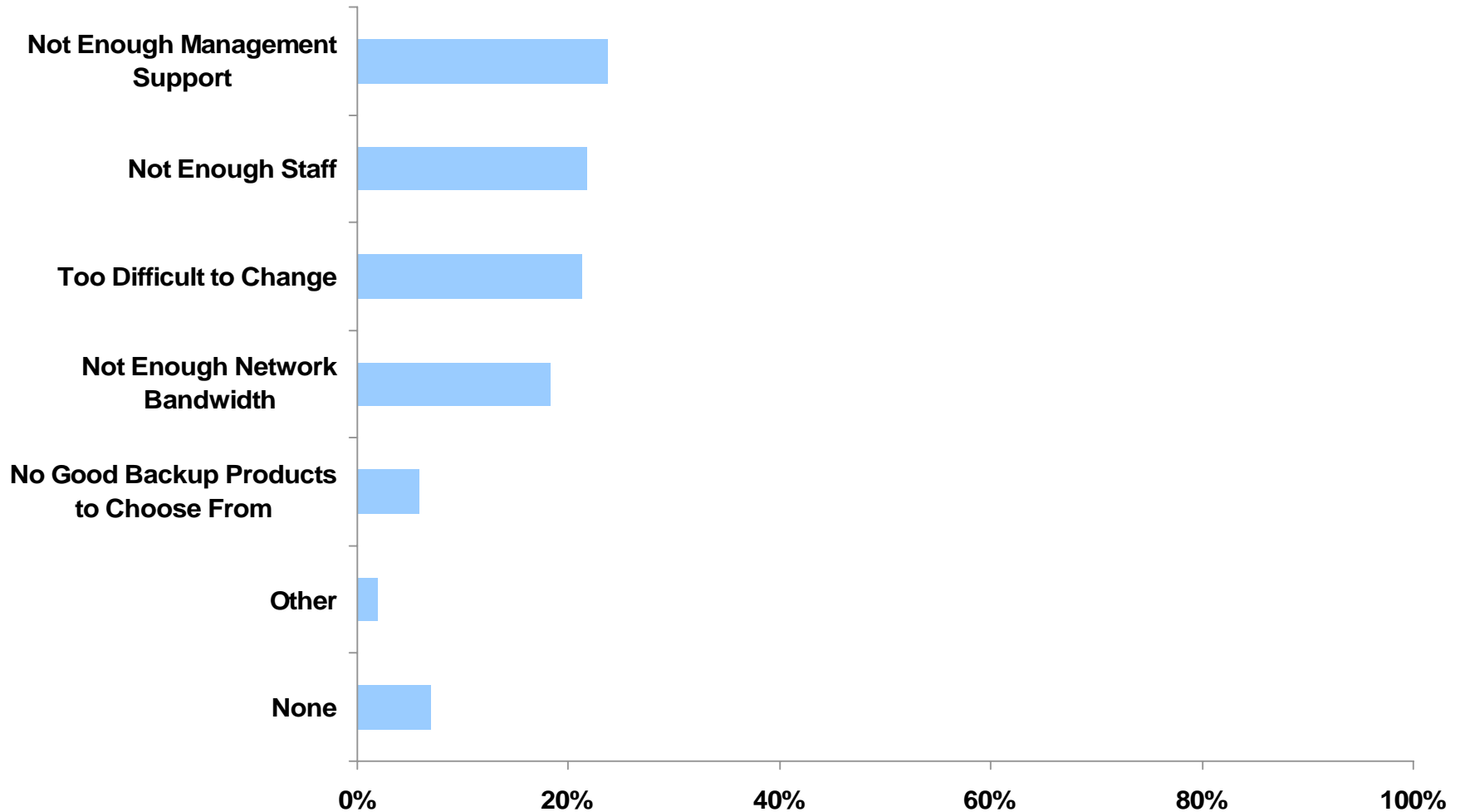
Backup Integration Pain Threshold

What threshold of backup integration pain would convince you to switch backup software vendors? (Use a scale of 1 to 7 for each selection)



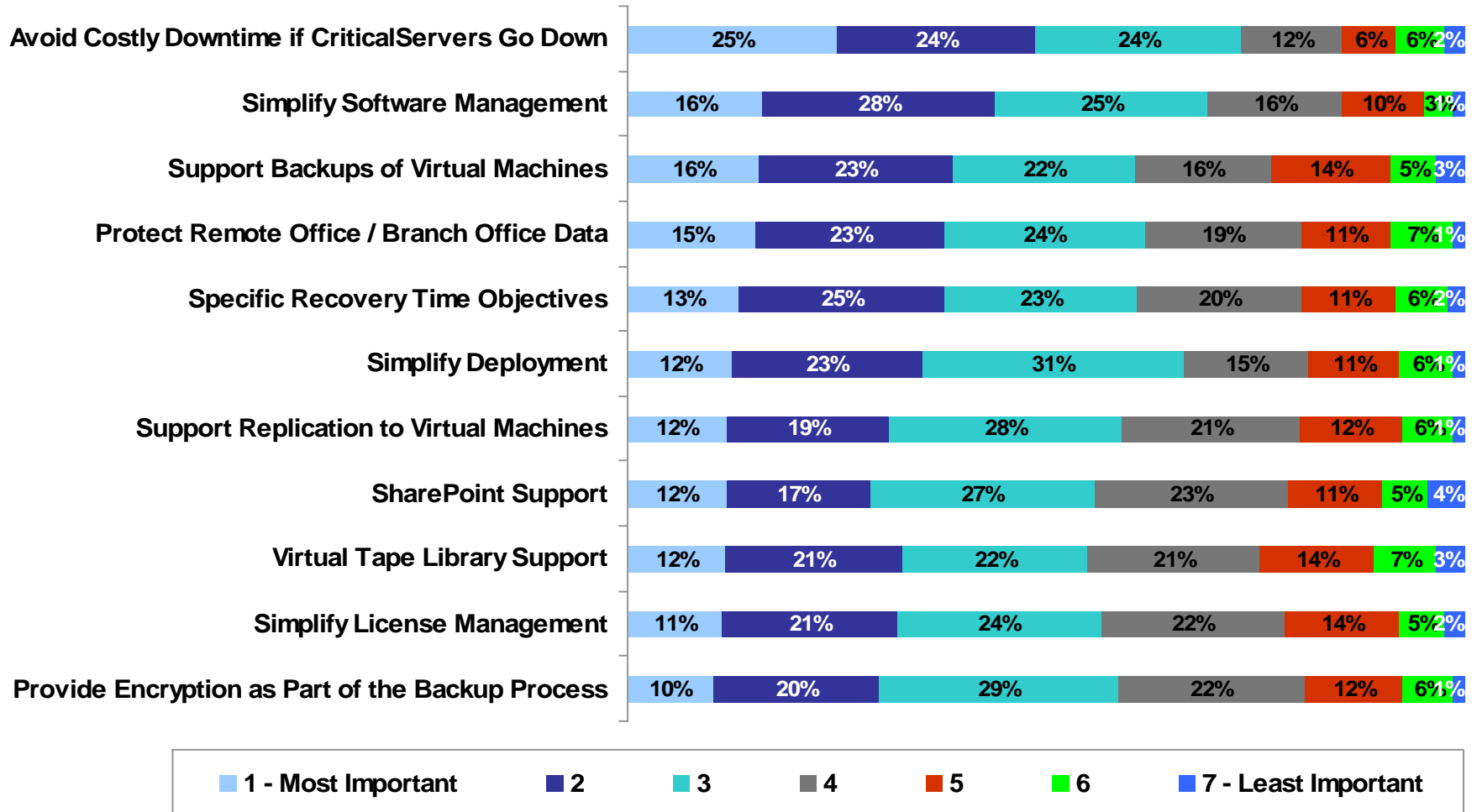
Backup Environment Improvement Constraints

What constraints are preventing you from improving your backup environment?



Vendor Requirements to Help Protect and Recover Business Information – Importance

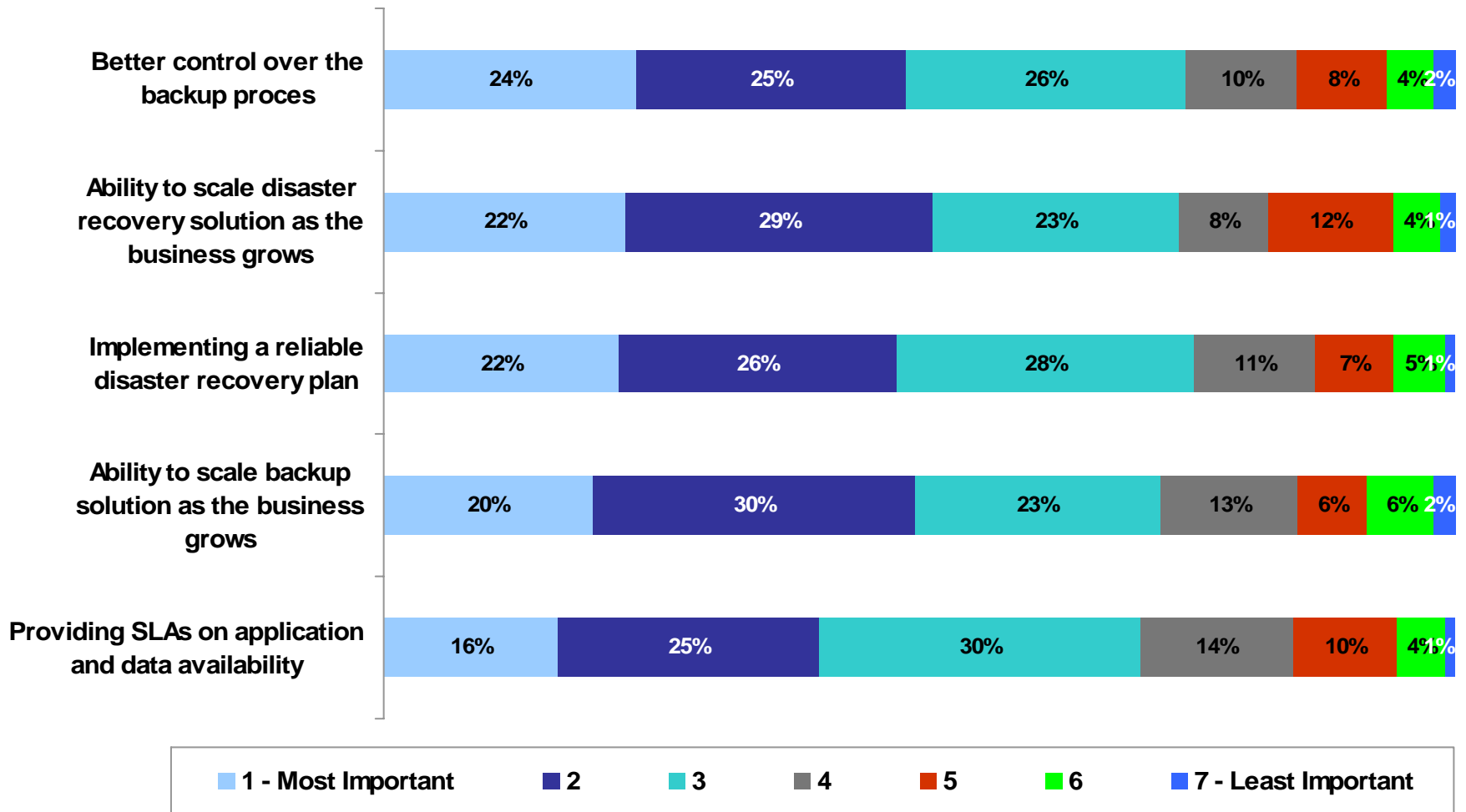
How important are the following requirements in selecting a vendor to help protect and recover your business information? (Use a scale of 1 to 7 for each selection)



(10/20/08): Full Sample. Avoid costly downtime if critical servers go down n=205, Simplify software management n=205, Support backups of virtual machines n=203, Protect remote office/branch office data n=204, Specific Recovery Time Objectives n=204, Simplify deployment n=202, Support replication to virtual machines n=202, SharePoint Support n=203, Virtual Tape Library Support n=204, Simplify license management n=205, Provide Encryption as part of the back-up process n=203

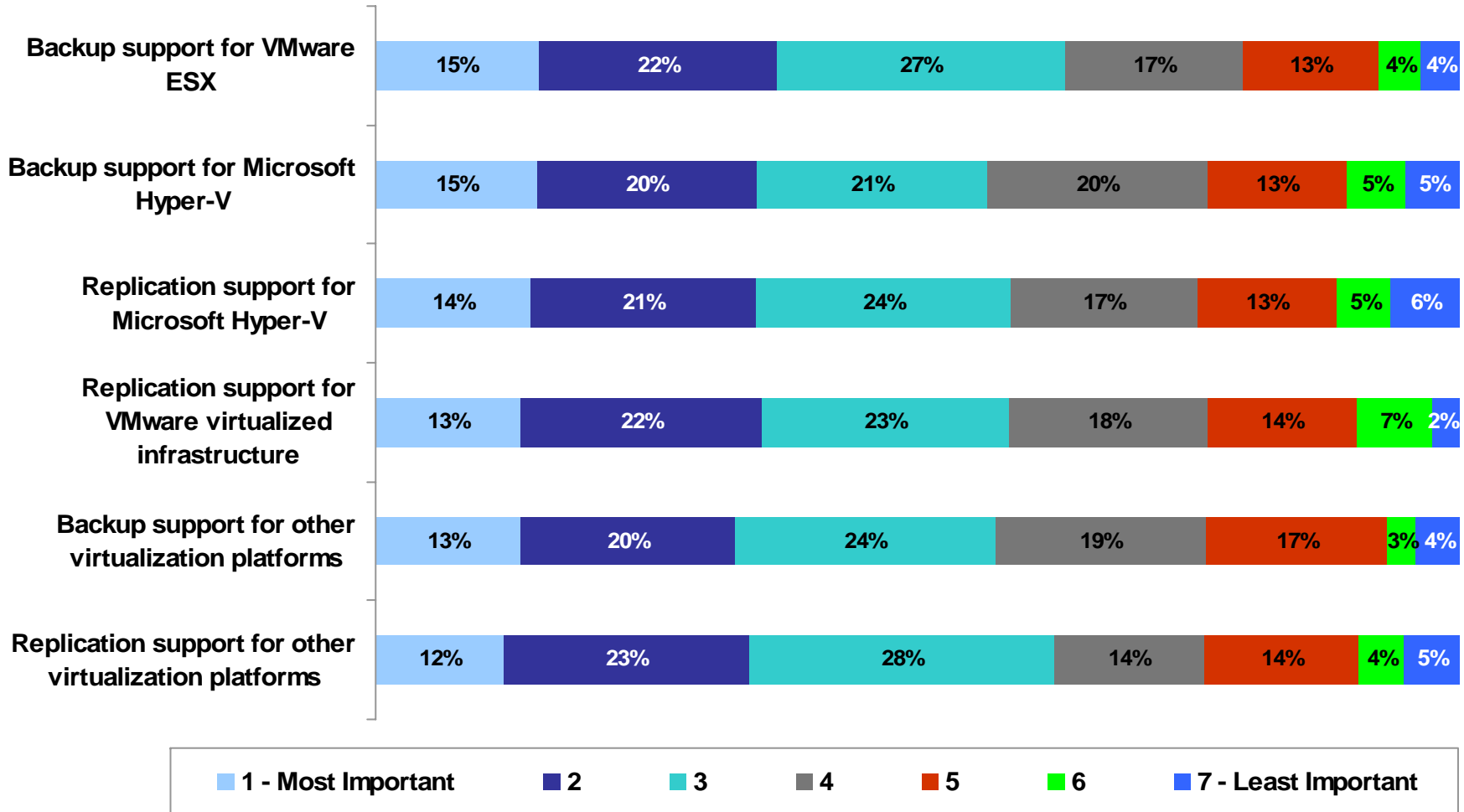
Importance to Your Business

How important are the following to your business (Use a scale of 1 to 7 for each selection)?



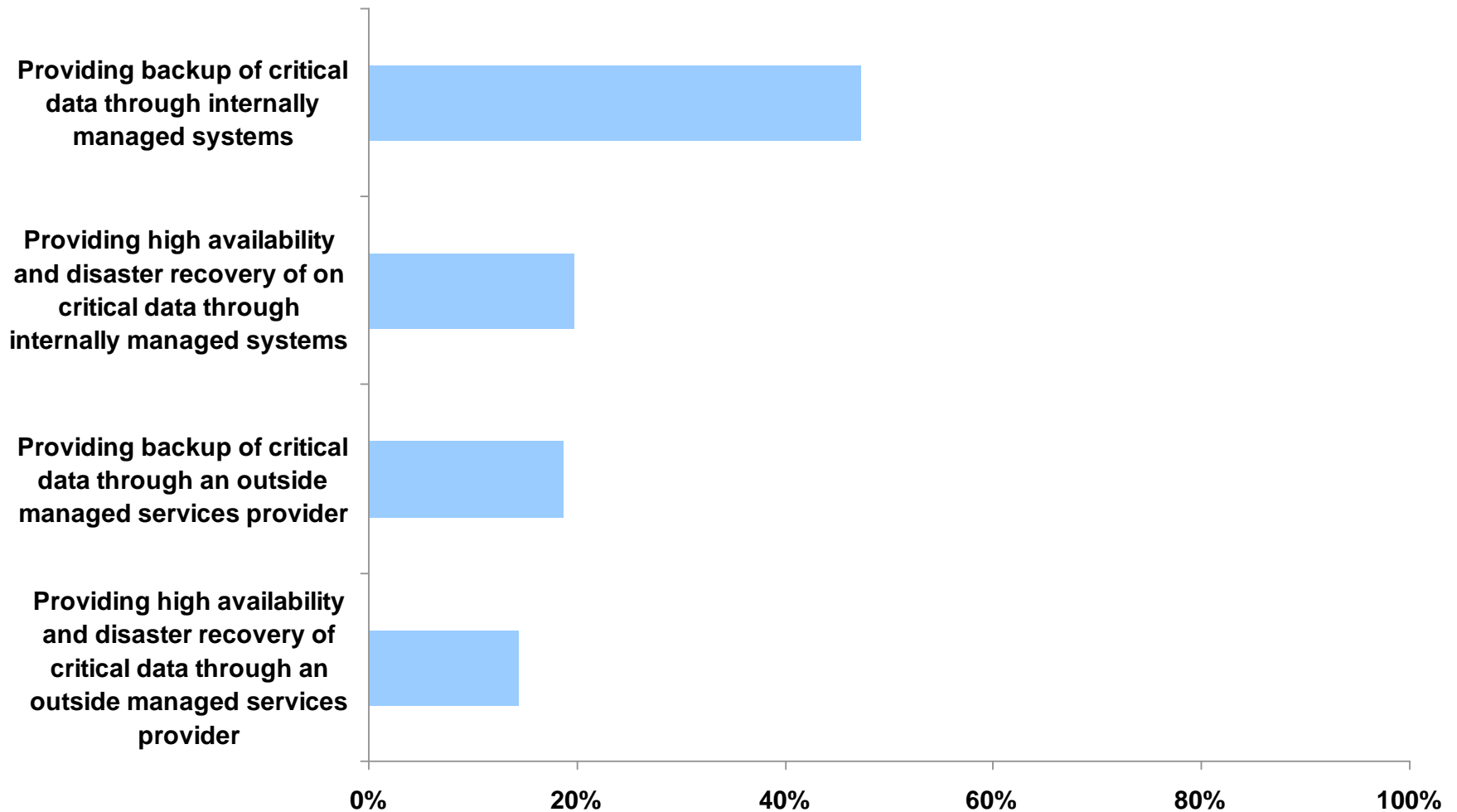
Virtualization Support – Importance

How important are the following to your business (Use a scale of 1 to 7 for each selection)?



Backup – Near-term Plans

What makes the most sense in the near-term for your organization?



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