

# Fidelity Bank Online MEMO

MEMO ID: 333

MEMO Date: 17-01-2025 08:16

From: Stephen Tuffour

Department/Branch: Technology, Head Office

To: Atta Yeboah Gyan

Stakeholders: Fraser Agyare, Benjamin Adatsi, Emmanuel Mensah Turkson, Atta Yeboah Gyan

CC: Stephen Tuffour, Benjamin Adatsi

Status: Approved

## Commvault Memo

**Purpose** The purpose of this memo is to request approval for the renewal of the Commvault software support services, which are critical to maintaining the ongoing performance, reliability, and security of our data management and backup systems. **Background** Commvault has been the cornerstone of our data protection strategy, offering comprehensive backup, recovery, and data management solutions. As our organization's data continues to grow, it is essential to ensure the tools we rely on are fully supported and updated to meet evolving business needs and to safeguard against data loss or service disruptions. The solution has allowed us to be compliant with internal policies as well as regulatory requirements and has been used to recover data in several instances including the DataCenter incident that occurred on the weekend of 19th October. Our current Commvault support contract is set to expire on 30-January-2025. To avoid any lapses in coverage and ensure we continue to benefit from timely updates, patches, and expert assistance, it is crucial that we renew our support services before the expiration date.

**Key Benefits of Renewing Support**

- Access to Critical Updates:** Regular software updates and patches to ensure the Commvault platform remains secure, compliant, and optimized for performance.
- 24/7 Technical Support:** Ongoing access to Commvault's technical support team, including phone and online support, to resolve issues quickly and minimize downtime.
- Incident Resolution:** Expert assistance to address any technical issues, ensuring minimal disruption to business operations.
- License Compliance:** Ensuring we remain compliant with software licensing agreements and avoid penalties or service disruptions.
- Enhanced Security:** Continued protection against emerging threats, with security patches and updates that are vital in a rapidly changing digital environment.

**Financials**

Budget Line - PO83	Commvault AMC	Budget Amount(ex-VAT)
\$40,000	The cost of renewing the support contract for Commvault is \$32,788.36(VAT inclusive).	\$32,788.36(VAT inclusive)

The cost of renewing the support contract for Commvault is \$32,788.36(VAT inclusive). This is in line with the pricing from the previous year, and the return on investment is substantial given the critical nature of the software to our daily operations. This cost was arrived at in conjunction with the Procurement department while adhering to approved sourcing rules.

**Action Required**

Kindly grant approval for the renewal cost of of \$32,788.36(VAT inclusive) for Commvault support services.

Amount Involved: USD 32788.36

## Approvals

Approver	Response	TAT	Request Date	Response Date
Fraser Agyare	Approve	16:58:00	17-01-2025 08:17	21-01-2025 01:15
Benjamin Adatsi	Approve	00:57:00	21-01-2025 01:15	22-01-2025 02:12
Emmanuel Mensah Turkson	Approve	21:35:00	22-01-2025 02:12	28-01-2025 11:47

Atta Yeboah Gyan	Approve	02:10:00	28-01-2025 11:47	04-02-2025 01:57
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## Comments

From	Comment	Date
Fraser Agyare	Approved. Total cost for 2025 year is less than that of last year by \$14K	21-01-2025 01:15
Benjamin Adatsi	Approved	22-01-2025 02:12
Emmanuel Mensah Turkson	Budget allocation confirmed..	28-01-2025 11:47
Atta Yeboah Gyan	Approved	04-02-2025 01:57