

# Managed Back-Up Operational Recovery



Enterprise IT staff understand that every company will eventually be affected by the disastrous effects of a corrupted or failed data back-up. Anecdotes connected with the results of failed back-ups are commonplace; some industry statistics would have us believe that over 71% of restores from tape fail.

Vialtus can address these concerns by providing a modern, robust and scalable managed back-up and recovery service through our Managed Operational Recovery solution. Built on proven Storage Area Network (SAN) technology provisioning is quick and easy and data integrity robust and secure. Our consultants will work closely with you to specify a back-up policy that is most applicable to your requirements. Once live, our highly trained staff will manage the service going forward so you can get on with running your business.

## **PROVIDING A SERVICE THAT IS:**

- Fully managed
- Simple
- Secure and reliable
- Minimise downtime

# Managed Back-Up Operational Recovery



Enterprise IT staff understand that every company will eventually be affected by the disastrous effects of a corrupted or failed data backup. Anecdotes connected with the results of failed backups are commonplace; some industry statistics would have us believe that over 71% of restores from tape fail.

Modern businesses rely on the integrity and timeliness of their data, and maintaining access to that data is always regarded as a potential area of severe organisational risk. But within the high-pressured environment of any IT department, the back-up of data and its recovery is often overlooked, with companies unwilling to invest in expensive resources and infrastructure because this function is often seen as time-consuming and expensive, ultimately adding nothing to the bottom line.

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The fully managed nature of this solution means that all aspects, from set-up to restore to general management, are our responsibility. This can significantly reduce the risk, as a major part of any business continuity plan and provides for the restoration of service and data as quickly and completely as possible.

## FULLY MANAGED SERVICE

Administered, managed and monitored by Vialtus' highly trained staff allowing our customers to concentrate on more productive tasks. The service includes initial set-up; monitoring, regular restores, configuration changes, and quarterly review of back-up volumes.

## SIMPLE

Our customers simply define their required back-up policy and we do the rest. Restores are initiated by following our standard support procedures.

## SECURE AND RELIABLE

A fully redundant, resilient and proven platform hosted in our state-of-the-art 24x7x365 manned and monitored data centres.

## MINIMAL DOWNTIME

Our disk based solution ensures the quickest possible restore times.

## PRICING

A per gigabyte pricing structure, starting from just 20GB volumes per month and scaling up to multiple terabytes as your data storage requirements grow. We do not limit your back-ups; instead we monitor them and review your usage on a quarterly basis.

## FLEXIBLE

Select from an array of backup policies, providing solutions that are best suited to your requirements and budget.

## OFF-SITE DATA STORAGE

For additional peace of mind, an off-site tape storage module can be included, the off-site tape storage module can be added.

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## CHOOSING A BACK-UP TYPE

Vialtus offer four different back-up types:

### Daily Full

The entire defined data-set is completely backed up every day. This is the most costly schedule because it produces the largest backup volumes.

### Weekly Full and Daily Incremental File System\*

The entire file system data-set is backed up weekly, followed by daily back-ups of data that has changed since the last full or daily incremental back-up. This is the least costly schedule for file system backups producing the smallest data volumes.

\* This does not include the back up of flat file databases. The only options available in this case are daily full or weekly full.

### Weekly Full and Daily Incremental of Databases\*\*

The entire database data-set is dynamically backed up weekly, followed by daily backups of data that has changed since the last full or daily incremental back-up. This is the least costly schedule for database back-ups producing the smallest data volumes.

\*\* Data agent required for this option, incremental back-ups using data agents will be performed using transaction logs.

### Weekly Full

The entire data-set is backed up weekly. This option is best suited for non mission critical data that rarely changes.

Backup Solution	Daily Full Backup	Weekly Full Backup	Weekly Full & Daily Incremental Backup
<b>File System Backup</b>			
MS File System Agent	✓	✓	✓
UNIX File System	✓	✓	✓
LINUX File System	✓	✓	✓
MS System State	✓	✗	✗
<b>Dynamic Backup of Databases</b>			
MSSQL Agent	✓	✓	✓
Oracle Agent	✓	✓	✓
<b>Flatfile Backup of Databases</b>			
MSSQL No Agent	✓	✓	✗
Oracle No Agent	✓	✓	✗
MySQL/DB2/Other - No Agent	✓	✓	✗

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## **FURTHER INFORMATION.**

This service is available as a fully managed service to Vialtus hosting customers that take our Managed OS and Supported OS modules.

The dynamic back up of either MSSQL or Oracle databases requires a client to be installed on the customer's server, at an extra cost.

Off-site tape storage can also be provided, facilitated via our partner Iron Mountain, at an extra cost.

Backup data volumes are estimated at the start of the service with the minimum data volume per customer per month being 20GB, with no upper limit.

Standard data retention is on a 14-day cycle.

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