

HIGH-AVAILABILITY DISASTER RECOVERY | As-A-Service

Comtec enables organisations to put in place proven and effective business continuity by replicating core business applications and ensuring the immediate availability of disaster recovery data.

DISASTER RECOVERY CHALLENGES

For most organisations, data is not only their most valuable asset, but also the critical operational component that enables them to conduct business. As application environments become ever more complex, putting in place adequate business continuity plans can be challenging.

Availability of Applications – how do you determine which applications are business-critical and then replicate these applications for business continuity purposes?

Relevance of Data – how can you back up an ever-growing set of data off-site while minimising the Recovery Point Objective (RPO) to ensure that what you recover is relevant and of value?

Speed to Recover – with significant data volumes, off-line and non-electronic archives, many organisations underestimate the time required to access, load and unpack backup data, resulting in days or sometimes weeks of time to recover.

Confidence – all of the above factors contribute to limitations in an organisation's ability to quickly and effectively recover from any form of disaster and as such a diminishing confidence in business continuity plans.

REDEFINING DISASTER RECOVERY

Our High-Availability Disaster Recovery service enables organisations to re-establish their confidence in being able to deliver true business continuity. We do this by combining virtual data management with our managed services to provide you with up to date replication of your critical business environment to allow near-instant recovery.

Addressing Data Volumes

A key part of our service is to reduce the volume of data you back up through effective copy data management. Powered by Actifio, this component of our service reduces the volume of data being backed up by as much as 95%, while at the same delivering a 99.8% backup success rate.

Significantly Reducing RPO

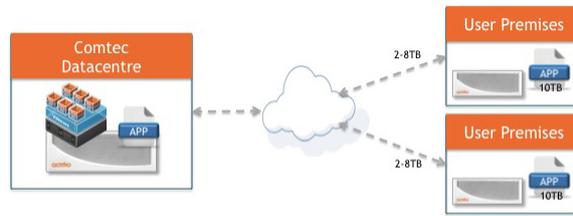
By reducing data volumes and leveraging the agent-less AppSnapCopy™ technology from Actifio to capture only changed blocks of application data, we are able to deliver an end-to-end electronic service. This enables us to significantly reduce the backup window and deliver a near-zero Recovery Point Objective (RPO).

Replicating Your Own Virtual Environment

As specialists in datacentre and IT infrastructure we are able to replicate your core business applications in a virtual environment within our datacentre. We combine this with your data unpacked and ready-mounted to deliver a high-availability disaster recovery environment.

OUR SERVICE

At the heart of our service is the Actifio Protection and Availability Storage (PAS) solution that enables us to significantly reduce the footprint of copy data and as such provide you with a full end-to-end, high-availability disaster recovery solution.



Radically Simple, Highly Effective

In the same manner as our Backup-As-A-Service offering, an Actifio system is provided at each of your data locations that leverages AppSnapCopy™ technology to perform agent-less capture of changed blocks of application data. We then leverage DedupAsync™, a purpose-designed network protocol for efficient data movement to replicate your on-site backup to our datacentre.

Within our datacentre environment we host copies of your core applications in our virtual environment and unpack your data backups to provide an up to date replicated environment. Our managed services are delivered through our Network Operations Centre delivering an ITIL-based service that provides the disaster recovery protection your business needs for a fixed monthly fee.

WHAT WE PROVIDE	THE VALUE TO YOU
A single managed service covering both backup and disaster recovery needs	Combines two requirements and simplifies operational complexity and costs by up to 75%.
A highly effective and reliable backup service and dependable disaster recovery solution.	Delivering a quality of service of 99.8% backup success.
A high-availability disaster recovery solution.	Enabling you to guarantee SLAs for RPO and RTO against application availability requirements.
A fully electronic solution for both backup and disaster recovery.	Eradicating tapes and delivering a true online replicated environment.
Remove dependency on traditional backup solutions.	Reducing both management overhead and backup software costs.
A monthly 'As-A-Service' pricing model.	Enabling you to control and manage cost of providing backup and high-availability disaster recovery as a monthly operating expense.

SERVICE LEVEL

Delivered as a fully inclusive service, Comtec High-Availability Disaster Recovery is charged on a per GB per month basis this includes: the Comtec Backup-As-A-Service, the provision of PAS systems and software, connectivity to our datacentre and all managed services delivered against our SLAs.

The following table shows the Time-To-Data SLAs for the standard High-Availability Disaster Recovery service that we offer, however, our underlying technology enables customers to upgrade these SLAs to meet the needs of their business up to the times shown in the 'Upgradable To' box.

	STANDARD SERVICE		UPGRADABLE TO	
	Local Site	Comtec Site	Local Site	Comtec Site
RTO	2 hours	2 hours	15 mins	15 mins
RPO	24 hours	24 hours	1 hour	1 hour