

BACKUP | As-A-Service

Comtec enables organisations to deliver a step-change in the way they protect business data through a highly effective, SLA driven on-site and off-site electronic backup service.

COMMON BACKUP CHALLENGES

As the sheer volume of business data increases at exponential proportions, IT professionals face a daunting challenge of protecting this volume of data and ensuring that recovery times meet business need and expectations.

Complexity – the reliance on ‘agents’ by traditional backup applications not only increases the complexity of backup management, but also the risk of failure or elements of data being missed.

Backup Window – as data volumes grow, so too does the backup window with many backups now taking over 24 hours and as such delivering a Recovery Point Objective (RPO) of several days.

Recovery Window – in a similar manner volume, non-electronic storage methods and compression continues to extend the recovery window, with it being common for Recovery Time Objective (RTO) to take days if not weeks.

Confidence – all of the above factors contribute to diminishing confidence in being able to provide adequate protection and availability of what is an organisation’s most critical asset – its data.

REDEFINING DATA PROTECTION

Backup-As-A-Service from Comtec enables organisations to radically improve the protection and availability of business critical data. We do this by leveraging Virtual Data Management to provide an end-to-end, on-site and off-site electronic backup service that reduces complexity, improves reliability and dramatically shortens RPO and RTO.

Reducing Backup Volume

We address the root cause of escalating data volumes by delivering Copy Data Management as an integral part of our backup service. Powered by Actifio, we are able to reduce the amount of data that is required to be backed up by as much as 95% and deliver a 99.8% backup success rate.

Reducing Backup Window

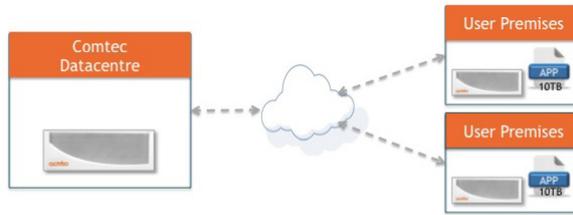
At the heart of our service is agent-less AppSnapCopy™ technology from Actifio, which captures only the changed blocks of application data and enables us to significantly reduce your backup window and deliver a near-zero Recovery Point Objective (RPO).

Enabling Electronic Off-Site Backups

By reducing backup volume, backup window and optimising data transmission we are able to deliver a highly effective, electronic, off-site backup capability, eradicating tapes and enabling electronic vaulting for disaster recovery.

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 simplify the management and execution of data backups.



Radically Simple, Highly Effective

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.

With this technology, we are able to deliver through our Network Operations Centre an ITIL based, fully managed backup service that delivers the protection your business needs for a fixed monthly fee.

WHAT WE PROVIDE	THE VALUE TO YOU
A single managed service for all data protection requirements.	A reduction in operational complexity and costs of up to 75%.
A highly effective and reliable backup service.	Delivering a Quality of Service of 99.8% backup success.
A significant reduction in your backup window.	Enabling you to guarantee SLAs for RPO and RTO against application availability requirements.
A fully electronic onsite & offsite backup service.	Eradicating tapes and delivering a true electronic vaulting solution for disaster recovery.
An agent-less backup environment.	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 as a monthly operating expense.

SERVICE LEVEL

Delivered as a fully inclusive service, Comtec Backup-As-A-Service is charged on a per GB per month basis which includes 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 service that we offer, however, our underlying technology enables for 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 Backup	Remote Backup	Local Backup	Remote Backup
RTO	2 hours	24-48 hours	15 mins	15 mins
RPO	24 hours	24 hours	1 hour	1 hour