

Managed Services

# Data Backup & Recovery



# Why Backup?



TelecitGroup offers 24x7 customer support

Data is the lifeblood of your business. Have you ever stopped to think what would happen if you lost your customer records? Your employee and payroll information? Your financial and accounting information? How much is that information worth to you? For most businesses, it's priceless.

Events like disk crashes, viruses, human error and natural disasters can take your business offline. Without an adequate backup and recovery solution, at the very least, you risk the inconvenience and expense of rebuilding your records, but in the worst case, you risk damaging your reputation and revenues permanently.

TelecitGroup offers a fully-automated and fully-managed disk-to-disk backup and recovery service using the market-leading EVault software suite from i365, A Seagate® Company. Because it is entirely disk-based, our service is quicker than traditional tape-based solutions and eliminates errors caused by their manual handling. Your protected data is backed up daily to TelecitGroup's redundant secure data storage facilities via our dedicated backup network and you have full control over your own restores around the clock.

**TelecitGroup offers a fully-automated disk-to-disk backup and recovery service. Data is backed up from your servers on a daily basis directly to TelecitGroup's secure data storage facilities via our dedicated backup network.**

## Security

The backup systems are securely located within our data centres, with physical and electronic access strictly controlled to authorised personnel. Customer data is protected between the servers and backup platform by using a dedicated private VLAN and only you have access to your backup data. For added security your data may be encrypted end-to-end using strong encryption up to AES256 and verified for consistency. We provide a full audit trail for peace of mind and to meet data integrity and privacy compliance procedures.

## What equipment do I require?

For the simplest single-server configuration, all you need is a spare network interface card. We install the backup software agent directly onto your server and your data is backed up automatically to our backup platform. You are in control of the whole process and are able to initiate your own restores immediately through our management portal. With a single server the connection to the backup network is direct; multiple servers are connected through a network switch. Our backup and recovery service uses a dedicated connection, so the regular backup process will not interfere with your Internet or other traffic.

## Custom options

We offer a number of custom options for our backup and recovery platform, including:

- Data archiving: whether for legal or regulatory reasons, or simply peace of mind, we also offer longer term archives;
- Dedicated vaults: for data requirements of several terabytes (TB) and above, as an alternative to using the TelecitGroup platform, we can supply you with dedicated storage equipment in our data centres, with all the benefits of the EVault software platform;
- Satellite vaults: these combine the benefits of local storage and the resilient TelecitGroup platform.

## Why TelecitGroup?

We offer a single supplier service for all your backup and associated requirements, such as patching and network configuration. If you have additional sites outside of TelecitGroup's premises, we can backup these systems remotely and aggregate the total utilisation under one contract and commitment. Our fully-managed service is available 24x7 and there are no limitations on when you can restore your data. Support personnel are available 24x7, and if you would like us to do the restore for you, our maximum response time is one hour from contact to start of restore.

# Key benefits



## Flexibility

Our service is available 24x7 and you can restore your data whenever you choose. The system intelligently checks your protected data against the backup vault and backs up only the data that has changed. This reduces the load on your servers and network, and keeps the backup window to a minimum. When restoring, the backup software intelligently recreates the required data set from the vault.

## Reliability

We have storage nodes in each of our data centres. All backups are instantly replicated between vaults in two separate data centres, ensuring maximum availability. We also offer 99.99% availability of the vaults, backed by a comprehensively redundant and fault-tolerant architecture, incorporating automated failover.

## Security

Backup traffic is transferred using a dedicated private VLAN, and we encrypt all of your protected data end-to-end using strong encryption up to AES256.

## Transparent pricing

We offer a tiered, standard pricing model allowing you to back up any amount of data up to 2TB. Higher allowances are available via preferred pricing plans. The service is billed simply on 'protected data', i.e. the size of the largest daily backup over the course of a month; there is no complex data transfer model.

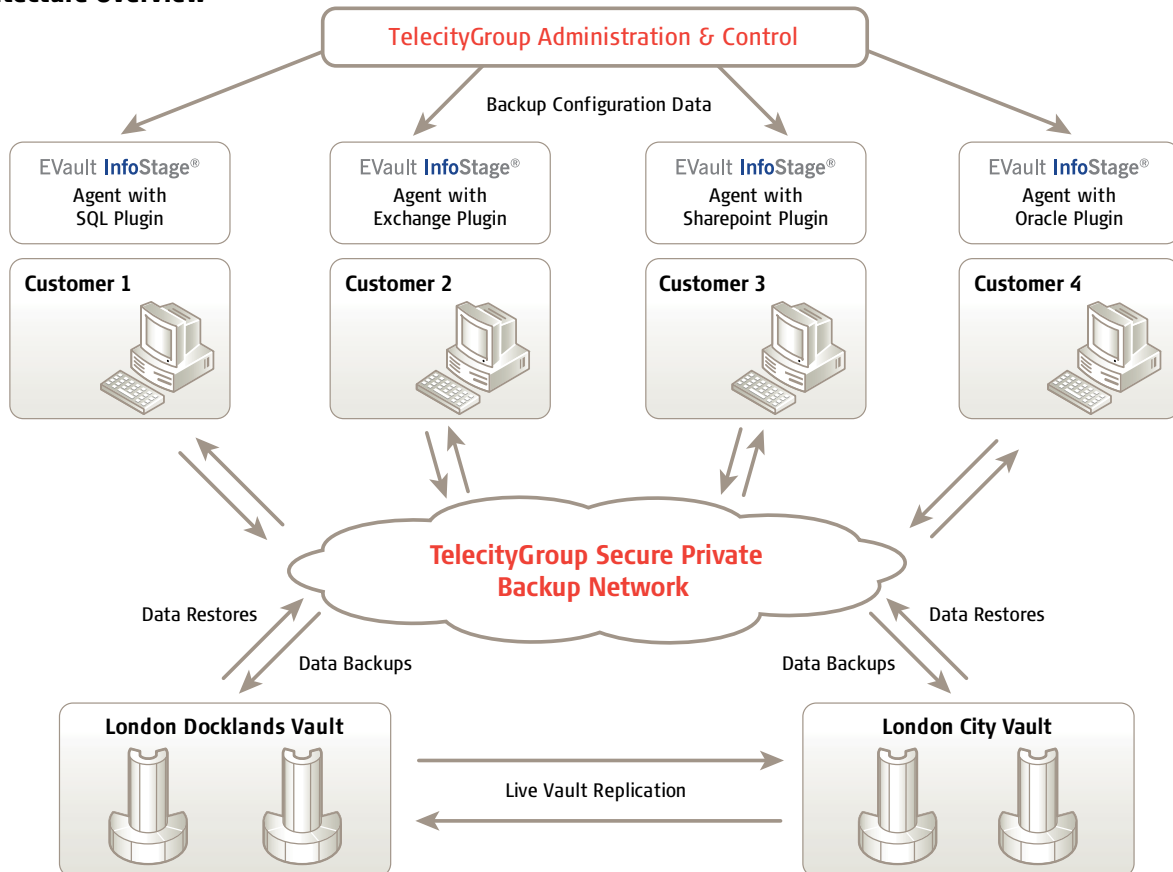
## Dedicated network

Our backup service uses a dedicated network so it will not interfere with any other traffic. The capacity of the network is either 100Mbps or 1Gbps depending on your backup requirements.

## Comprehensive reporting

We provide comprehensive email reporting on your backup status. You can check online to see if your backup has completed successfully. Our portal also allows you to view backup logs for each backup process and keep track of storage quotas.

### TelecityGroup Backup & Recovery Architecture Overview



# Technical details



## Service details

- **Availability**
  - Available in all of TelecityGroup's data centres
- **Retention**
  - Data kept for 30 days
  - Automatically replicated between two separate sites
- **Data Recovery**
  - Unlimited user restores
  - One TelecityGroup managed restore included per month
- **Software Provisioning**
  - Backup software & base licenses included
  - Modules & additional software agents extra
- **Reporting**
  - Backup statistics available on portal
  - Comprehensive reports available via email
- **Support**
  - Included with one-hour response 24 x 7

## Equipment

- EVault software suite from i365, A Seagate® Company
- Redundant vaults incorporating RAID-protected disk arrays
- Dedicated, secure 1Gbps network

## Standard backup schedules

- Daily backup

## Storage quantity (protected data)

- Level 1: 10-100GB
- Level 2: 101-250GB
- Level 3: 251-750GB
- Level 4: 751GB-2TB

## Operating systems supported

- Microsoft Windows (2000, 2003, 2008, XP, Vista)
- UNIX (AIX, HP-UX, Solaris\*)
- Novell
- Linux (RedHat, SUSE)
- IBM iSeries i5OS
- VMWare

\* SPARC only (not x86)

## Applications supported

- Microsoft Exchange
- Microsoft SQL Server
- Oracle
- SharePoint
- Open File Manager (OFM)

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"TelecityGroup's personalised service, 24/7 response time and highly reliable remote management service ensures that our servers are managed and operated in the optimum environment."

**Phil Broadbery**  
Managing Director at Fernhart New Media