



Data Protection

Backup of your data and applications

Data Protection (backup) provides full data recovery support and management of secure off-site data protection and offers connectivity on a wide range of platforms.

Our Data Protection service gives you access to a dedicated team of storage management professionals, who can provide storage management advice and consultative services to strategically manage and plan your backup requirements.

Data Protection safeguards your information, preserving it in case of data corruption or equipment failure. The data recovery process retrieves information from a secondary storage site.

Benefits

- Maintain business continuity during unforeseen incidents
- Improve risk mitigation and secure integrity of data
- Established service levels for performance measurement, tracking and reporting
- Redirect valuable resources to business objectives
- Refining operational efficiencies with scalable capacity
- Proactive monitoring and alerting on issues in the environment before they have a significant impact

Prerequisites

A vendor supported environment is a requirement.

Features

- Includes licenced software
- Provides a secure, resilient, high performance data protection solution
- No upper limit on the amount of information that can be protected
- Underpinned by scalable, enterprise level hardware, backed by 24 x 7 support agreements with all vendors
- Backup to target enables you to control, provision or remove data protection services
- Access to considerable expertise in solutions integration for any aspect of the data storage implementation

Variants

- Backup Service - single or dual copy with/ without logs
- Backup to Target - subscription only
- Backup to Target - subscription + infrastructure

Metrics

Availability: 24 x 7 x 365 at 99.99%

Incident response: 24 x 7 Monday to Friday 8am to 6pm

Requests: 24 x 7 Monday to Friday 8am to 6pm

Fulfilment¹:

- ▶ Initial setup, for a new server² – 1 to 5 work days
- ▶ Additional storage to existing² – 1 to 3 work day

¹Depending on complexity and assuming required connectivity is in place. ²Typical times are 1 day.

Reporting

Presented as success or failure of writes/backups.

Additionally, number of gigabytes allocated is presented on the monthly invoice.

Additional and related services

- QCloud (private cloud)
- Data storage
- QGN data connections
 - ▶ QGN Ethernet (QGNE)
 - ▶ QG Regional Network (QGRN)
 - ▶ QG Data Centre Network (QG DCN)
 - ▶ QGN Cloud Connect
 - ▶ QG Internet Service Provider (QGISP)

Options

- ➔ Databases can be protected with or without logs
- ➔ Disaster recovery services
- ➔ Data replication
- ➔ Legacy protection services (may be available for unsupported environments)

Ordering

Please contact your CITEC representative

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