

# Managing Data and System Recovery in Complex IT Infrastructures

Vulnerable data puts your business at risk. For complex, enterprise organizations the threat to your recovery infrastructure can feel endless. The added stress for internal IT teams means an investment in training, time, and personnel as the broad spectrum of threats continues to evolve. Keeping your business safe requires a comprehensive solution for data management and disaster recovery, one that rolls industry leading software, on-premises and cloud infrastructures, and expert platform management into a simple operating expense.

To understand the advantages of a Managed Service Provider, it is important to diagnose the challenges for your internal IT team. Based on our experience working with hundreds of customers over the last 20 years, there are 5 common scenarios that you will face:



Working with a Managed Service Provider takes each one of these items off your plate. Not only is your disaster recovery in good hands 24/7/365, there is a considerable cost savings when your IT team can focus on what is most important – your business's growth.

## You vs. A Managed Service Provider

What are you willing to take on, and more importantly, what are you willing to risk? Most internal teams already have enough to manage on a daily basis, adding effective backup and disaster recovery planning simply is not possible. Plus, most events occur at the least convenient times and typical IT staffs are not prepared to manage 24/7 situations.

**When your IT team handles their own disaster recovery solution, you will need:**

- ❗ Staff for:
  - Assessments
  - Design
  - Implementation
  - Operational Management
  - Coordinated Testing
  - Disaster Recovery Response
- ❗ Training
- ❗ Documentation and Audits
- ❗ Reporting and Analytics

**With a Managed Service Provider, you can expect:**

- ✓ Rapid and stress-free DR services enablement
- ✓ Ongoing and efficient delivery model
- ✓ 24/7/365 support
- ✓ Monitoring and management with ease
- ✓ Cost effective operational expenses for these services



For over thirty years, Commvault software has been innovating in pursuit of data management perfection – so your organization can simply be ready. Wherever you are in your data journey, Commvault technology helps use, move, manage, recover, and optimize your data.

UbiStor was one of the first companies globally to deliver Commvault technology as a Managed Service. Our team of experts and years of experience designing, implementing, and managing Commvault solutions ensures that your environment will be configured following Commvault best practices right out of the gate.

Our 24/7 support team of certified engineers will monitor your backup and recovery systems continuously and verify they are optimized for peak performance. Regular data management reviews with our technical account managers will make sure it stays that way.

#### FLEXIBLE BACKUP AND RECOVERY

The Commvault software at the heart of SafeStor Enterprise provides the precise control, flexibility, and automation for efficiently managing company information across these dynamic environments. From a single pane of glass, it is possible to perform backup, recovery, content indexing, eDiscovery, and other functions as you migrate and manage data across the enterprise. It is the most convenient way to protect the pillars of your business and also maintain compliance with applicable rules and regulations such as HIPAA and PCI.

#### ONE SOLUTION FOR ALL APPLICATIONS AND SYSTEMS

Enterprise applications are the backbone of modern business. ERP systems, human capital management software and business email fuel everyone's productivity, making dependable uptime and recovery paramount. SafeStor Enterprise integrates these applications into your backup and recovery processes, improving recovery times and reducing storage requirements associated with archiving their data.

#### FINANCIAL AND ARCHITECTURAL FLEXIBILITY

Data management requires the software, hardware, offsite replication, implementation, and ongoing maintenance to work effectively. SafeStor Enterprise combines these components of a policy-driven, variable consumption OPEX model that saves you the complexity and expense of an in-house CAPEX configuration.

#### RANSOMWARE PROTECTION

Customers can scale resources on demand to meet changing requirements, while freeing up internal IT teams to work on more strategic initiatives and align recovery with the business's expectations.

Commvault software secures your data management environment using intelligent data protection and monitoring capabilities aimed explicitly against malware, including ransomware. Your data is safe, secure and recovery ready. This multi-layered approach includes storage locking, as well as controls up and down the backup and recovery stack for comprehensive data protection, reducing the risk of a successful intrusion as well as greatly lessening the impact of an attack that does succeed.

For our complete backup and disaster recovery solutions, UbiStor offers two services, SafeStor Enterprise® and SafeHost DR®, that leverage Commvault's powerful capabilities.

## SafeStor Enterprise®

SafeStor Enterprise®, powered by Commvault technology and managed by UbiStor, is a holistic offering, delivering the most architecturally and financially flexible service available for backing up, protecting, and recovering your applications, systems, and data anywhere they live. This includes:

- ✓ Advanced System Protection
- ✓ Flexible Cloud Options
- ✓ Zero Tape Backup
- ✓ Holistic Ransomware Strategy
- ✓ Hyper Scalability

## SafeHost DR®

SafeHost DR® managed by UbiStor, keeps your business prepared with specific Recovery Time and Recovery Point Objectives and automated orchestration which includes key features:

- ✓ Continuous Data Protection
- ✓ Application Consistency
- ✓ Always-On Replication
- ✓ Flexible Cloud Integrations
- ✓ Failover, Failback, and Testing

UbiStor has our own cloud data centers located throughout the United States, with multi-cloud options into AWS and Azure. Wherever you are in your cloud journey, we can leverage these integrations into multiple providers, building a flexible tiered recovery for your critical systems.



## DISCOVER THE UBISTOR DIFFERENCE

As IT teams are pulled in multiple directions, their ability to focus on projects critical to business growth has become vital to organizational success. One segment of businesses that seems to fall to the bottom of the priority list is the regular testing and documentation of disaster recovery processes and the remediation of backup job failures and issues. That is where UbiStor can help.

### ASSESSMENT AND DESIGN

UbiStor will conduct a remote workshop with key stakeholders throughout your organization to review the critical business systems and your recovery requirements. This includes the collection current-state data protection, existing server infrastructure, application configuration, backup success rates, and specific Recovery Time and Recovery Point Objectives (RTO/RPO). Once completed, UbiStor will provide a complete Assessment & Design Report along with any required remediation and corrective actions.

### 24/7 SERVICE AND SUPPORT

Our support team of experts is available 24/7. We will monitor your daily job logs and storage infrastructure, handle patch management of all associated software and operating systems, review capacity optimization of the backup environment, and perform monthly data management reviews with your team to ensure everything is running optimally.

### REVIEW DAILY STATUS REPORTS

Each day our support team will review the Daily Status Reports from the portal and remediate any Commvault related errors and alerts. This ensures your systems are being protected daily and ready to be recovered in a moment's notice. Our goal is to achieve 100% success rates for you on a daily basis.

### DISASTER RECOVERY PLANNING

Following the Assessment and Design process, UbiStor and you will build a detailed disaster recovery plan for the environment. This will outline the response teams and the processes and procedures to recover the systems in a disaster recovery event. Systems tiers will be defined, and prioritization and interdependencies will be considered to ensure the seamless recovery into your offsite data center.

### RUNBOOK CREATION AND UPDATES

With the plan in place, UbiStor will build a detailed runbook to document all aspects of the disaster recovery plan. This will be an active document and updated after all annual disaster recovery tests and quarterly data management and system protection reviews.

### DISASTER RECOVERY TESTING

On an annual basis, UbiStor will coordinate a comprehensive test of your protected systems to ensure they can be successfully restored in the recovery environment. Once enabled, you can access these servers to ensure that they will function properly, and the applications can run successfully. This will also include testing the VPN client for the remote users, allowing them to connect to these systems as well.

Following the test, the UbiStor Team will perform a "Lessons Learned" exercise to review the results and make any adjustments to the protection strategy discovered during this process. The disaster recovery runbook will be updated to reflect these changes and keep the documented plan and runbook current.

### MONTHLY DATA MANAGEMENT AND SYSTEM PROTECTION REVIEWS

Each month, our Technical Account Manager will review the changes in your environment and verify that all critical systems are protected and ready for local and cloud-based recovery. Current storage usage, retention requirements, and overall configuration will be discussed and re-aligned as needed. This will also include a review of any open tickets, survey results, and new features available in the Commvault platform.

## NEXT STEPS

Ready to get the conversation started? Kickstart your journey to a fully transitioned managed disaster recovery program. UbiStor's hands-on support and technical expertise will be with you every step of the way.



GET IN TOUCH WITH ONE OF OUR SPECIALISTS TO GET STARTED.

[www.ubistor.com/contact-us/](http://www.ubistor.com/contact-us/)