Cloud Choice TECHNOLOGIES

Managed Backup & Recovery
Service Description

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Cloud Choice Technology's (CCT) Managed Backup & Recovery (MBUR) provides data protection for applications, files, and virtual or physical servers. Backups are performed, stored, and maintained in CCT's data centers. Restore requests can be performed on-demand via service requests by the Client, with options for data restore into CCT cloud service environments. MBUR is a fully managed service that is configured, administered, monitored, and supported by the CCT Managed Services team Server Support Group provides a full spectrum of Business Continuity / Disaster Recovery (BC/DR) services for our Clients; this includes our Managed Backup & Recovery service.

As a fully managed service, CCT's Managed Services team supports the underlying hardware, software and network connectivity used to deliver the Service, as well as administers and monitors the backup and recovery processes put in place. Clients receive a periodic Managed Backup & Recovery Service Report detailing the status of backup jobs, completion of jobs, and any other information about the jobs. Clients open support requests to create or alter backup jobs, change data retention policies, or get any additional information about the service.

Backup & Recovery Operations

CCT's MBUR service delivers industry best practice configurations for Backup & Recovery operations. This includes maintaining a Full Backup + 6 Days Incremental Backups in our Tera-Storage Tier.

Should a Client have unique compliance, backup or archival requirements, CCT will work with each Client to understand their data protection needs and configure the MBUR service parameters - including the frequency of backups, retention policy, encryption methods, and data locations - accordingly.

Data Encryption

The MBUR Service enables encryption of data by default. The Service will generate the encryption keys necessary to protect the data. These keys are provided to the Client ensuring they have full control of their data. Data is encrypted as it is written to the Backup Server, and the resulting encrypted data blocks are stored to any backup files. The Service includes encryption-at-rest so data remains encrypted while stored in any CCT-operated data center.

Data Restore Requests & Locations

Restoration of backup data is performed upon request on a best-effort basis. Data is typically restored to the primary system where the data originated using local storage as a primary restore media. MBUR also supports the option for virtual machines or data to be recovered manually to a different target system. Target systems can include a new virtual machine created in CCT's Cloud, our Managed Private Cloud service environment. Manual recoveries are performed on a best-effort basis and will include additional charges for use of storage and/or cloud services.

If specific SLAs are required for data restore processes, CCT also offers comprehensive Disaster Recovery as a Service which provide detailed SLAs for the automated recovery of applications, data and virtual machines.

Key Features

A Managed Service
CCT's Managed Services team supports the underlying hardware, software and network connectivity used to deliver the MBUR Service, as well as administers and monitors the backup and recovery processes put in place. Customers periodic Managed Backup & Recovery Service Report detailing the status of backup jobs, completion of jobs, and any other information about the jobs. Customers open support requests to create or alter backup jobs, change data retention policies, or get any additional information about the service.

Application-Aware, Image-Based Backups
MBUR creates application-consistent, image-level VM backups with advanced, application-aware processing which includes transaction log truncation.

Synthetic Full Backups
MBUR's support of Synthetic Full Backups eliminates the need for periodic full backups by creating forever-incremental backups that save time and storage space.

Performance & Capacity Tier Storage
MBUR delivers a two-tier storage architecture enabling the most recent data to be quickly and easily accessible with nominal latency (milliseconds). The Local Tier maintains a Synthetic Full Backup + 6 Days Incremental Backups while the Cloud Tier maintains a Full and Incremental Backups for a rolling 28 days.

Multi-Tier Protection
MBUR's Cloud Tier is located in a physically separate data center from the Local Tier providing an extra level of security and data protection.

Deduplication, Compression & Swap Exclusion
MBUR decreases backup storage requirements and network traffic with built-in deduplication. Additionally, multiple compression options are used to balance storage consumption with performance and backup proxy load. Swap exclusion reduces backup footprint and improves performance.

Recovery
MBUR Recovery On-Demand can occur at the VM level, File level, Virtual Disk level or Item level.

Guest File System Indexing
A catalog of guest files enables quick search and identification of individual files to find and restore a file without knowing the precise file location, or the time when it was deleted.

Changed Block Tracking for VMware
MBUR minimizes backup time with Changed Block Tracking. This allows for more frequent backups.

Managed Backup & Recovery

The Managed Backup & Recovery Service from CCT delivers consistent operations management and predictable results by following industry-standard and proven, internal best-practices. The specific services / management functions offered by CCT as part of the Service include

Change Management
MBUR provides simple and efficient means to make controlled changes to Client environments. System changes are serviced by the Managed Services Team through support requests. Changes follow a well-defined approval process, and most changes can be executed quickly by CCT's Managed Services Team.

Incident Management
MBUR includes the monitoring of the overall health of the Backup & Recovery platform and the handling of the daily activities of investigating and resolving alarms or incidents. CCT creates pre-defined playbooks that are used to rectify alarms and incidents in a way that minimizes disruption to each Client's environment.

Provisioning Management
Designed to meet a Client's specific needs, MBUR allows Clients to configure backup parameters and allocate additional resources to support rapidly changing environments. These changes are managed through the timely handling of submitted support requests by our Managed Services Team.

Patch Management
MBUR takes care of all infrastructure system patching activities to help keep resources current and secure. When updates or patches are released from infrastructure vendors, CCT applies them in a timely and consistent manner to minimize the impact on Client business.

Access Management
MBUR enables clients to securely connect to the Service in the manner they require – be it API access, HTTPS, Cross Connects or Dedicated Physical Connectivity. Our team will make sure that the connection is maintained.

Security Management
MBUR protects Client information assets and helps keep all MBUR infrastructure secure. All systems are logically separated and only available to the appropriate MBUR environment. All CCT's MBUR services have encryption at rest and in-flight enabled by default for all Clients.

Continuity Management
CCT can provide Restore / Recover services as an additional, on-demand service. In the event of a failure or outage that impacts the Client's business, or at their request, CCT can perform a restore of these backups as needed. CCT also offers comprehensive Disaster Recovery as a Service capabilities which introduces formal SLA and automation to the restore / recover processes.

Monitoring and Reporting
With MBUR, Clients have access to the data CCT uses to manage infrastructure as well as alerts from other CCT supplied monitoring systems. In addition, Clients receive weekly reports detailing the status of all backup jobs, the associated storage utilization as well as recommendations to optimize Service usage.