

Total Backup & DR

Gain the assurance of effective backup, restoration and DR

Total provides you with secure, managed backup, recovery and (optionally) disaster recovery (DR). You benefit from simple, secure and reliable backup and recovery that takes care of itself. Typically, this comes with significant cost savings too.

Why would you want it?

Secure, reliable and cost-effective backup and recovery is now more important than ever.

Total Backup and Total Backup and DR can provide you with a simple and effective answer to today's backup and recovery needs, combined with significant cost savings.

Total Backup is designed for use in on-premise data centres and provides almost instant local recovery plus archive to Total's hybrid data centre.

Total Backup and DR additionally allows full recovery to Microsoft Azure.

Both combine the technical excellence of Rubrik technology with a managed service, so you don't need to worry about the security and reliability of your backup and recovery.

With Total Backup and Total Backup and DR you benefit from:

- easy onboarding and service transition
- visionary technology (2017 Gartner Magic Quadrant for Data Center Backup and Recovery Solutions)
- a multi-node cluster design for built-in redundancy
- very efficient deduplication, typically producing significant cost savings

- high levels of security, with all data encrypted at rest and in-flight plus native immutability, stopping ransomware changes
- continuous trickle-feed backup, eliminating both the need for a backup window and a common cause of backup failure
- rapid recovery (30-40TB in just a couple of minutes)
- easily finding and recovering individual files
- day-to-day management with proactive monitoring
- inclusive upgrades to the latest Rubrik software
- reliable, usable and auditable backups
- regular reporting*
- ITIL compliant service delivery
- major incident management
- the availability of on demand compute resource for DR*.

What Total do

Total provides low-touch backup or backup and DR delivered as a service – inclusive of Rubrik technology, its installation and configuration, and ongoing management and support.

1 Preparation

In consultation with your key technical and management stakeholders, Total will:

At a glance

Service type

3 years contract

Prerequisites

- Data centre access
- Compatible DC technology
- IT management & admin contacts
- Remote systems access
- Relevant admin rights
- Appropriate connectivity

Key benefits

- Easy service transition
- Visionary technology
- Built-in redundancy
- Highly efficient de-dupe
- Extremely secure
- Rapid recovery
- Reliable and usable backups
- Easy restoration of individual files
- Expertly managed
- On demand DR*

- agree the policies required to meet your recovery time (RTO) and point (RPO) objectives
- gather details of your environment
- agree the service start date
- schedule implementation.

As part of the service, Total will provide a Rubrik appliance for installation in your data centre.

*Total Backup and Recovery only

As standard, this has 10TB capacity. Owing to its very high deduplication ratio this is sufficient for many organisations, but it can be increased in 1TB increments. The cost of this appliance is included within contracts of 3 years, or more.

2 Implementation and config

Total will install the Rubrik appliance in your data centre, perform on-site validation tests plus remote configuration of policies and test of backup.

3 Business as usual management

Total will provide on-going management, with proactive monitoring and monitoring alerts 24 x 365 to ensure correct operation of both the appliance and its backups. This is supported by formal problem management (ensuring that backups and restorations are succeeding and that any

anomalies are addressed), platform management (managing and assigning policies) and change management (including licensing updates).

Rubrik's WAN-optimised replication ensures that production workloads aren't impacted by archival. Archived data is moved to Total's hybrid data centre after 14 days.

Total Backup and DR includes monthly reporting of SLA compliance, snapshot storage and system capacity, compliance status and recovery failures. On request, Total will conduct a quarterly test of recovery*.

4 Major incident management

In the event of a major incident, requiring either local recovery, or recovery to the cloud*, a service manager will take immediate responsibility for incident resolution and reporting.

Prerequisites

Successful delivery requires:

- data centre access (for Rubrik installation)
- compatible data centre technology – see Table 1
- a management level relationship owner
- a systems admin contact for implementation
- remote access
- relevant administration rights
- connectivity appropriate to backup volumes and RTO.

Why Total?

Total Backup and Recovery combines superior technology with Total's technical expertise and service delivery excellence.

Total is a Rubrik partner and is also technically accredited by the vendors of related technologies, like Microsoft, Nutanix and VMware. Total has its own team of specialist UK support professionals, all certified to at least MCITP level. Total is ISO 27001 (Information Security Management System) certified and follows ITIL service delivery processes and methodology.

Total supports and manages the infrastructure of a variety of public and private sector organisations ranging in size from tens up to thousands of users. Total's quality of service delivery is consistently rated as very good or excellent.

Table 1: Compatible data centre technology

Virtualisation
VMware vSphere 5.5+
Microsoft Hyper-V 2008R2+ or 2016+
Nutanix AHV 5.1.1x, 5.5.x, 5.6.x or 5.8x
Storage protocols
iSCSI
NFS
Secure SMB
Internal or external local storage devices supported by AHV, ESXi or Hyper-V or NAS with SMB V1,2,3 or NFS V1-4 or Pure Storage all Purity FlashArray OE running 4.0 or higher or Elastic App Service with NFS or Secure SMB

Table 2: Compatible operating systems and applications

Physical/Virtual Linux RHEL 5/6/7, CentOS 5,6,7, Oracle 5/6/7, Debian Linux 8+, SUSE 11 SP4
Physical/Virtual AIX (PowerPC) 6.1, 7.1,7.2
Physical/Virtual Solaris (Sparc) 11
Physical/Virtual Windows 2008R2, Windows 2012 & 2012 R2, Windows 2016 Enterprise Edition
Physical/Virtual Microsoft SQL Server 2008/2008 R2/2012/2014/2016 running on Windows 2008 R2/2012/2012 R2/2016
Oracle Database 12c R1(12.1.0), 11G R2 (11.2.0), & 10g R2 – (Standalone, RAC & ASM)
SAP HANA 1.0 (SP12), 2.0 (SP 02,03)
Backup & recovery is available through Microsoft VSS integration for Microsoft Windows 2012/2008 R2, Microsoft Exchange Server 2010/2016, Microsoft SharePoint 2013, Microsoft SQL Server 2008/2008 R2/2012/2014, Microsoft Active Director in Windows Server 2012/2008 R2
Epic Caché on AIX

What next?

To find out more contact your account manager or email sam@totalcomputers.co.uk to arrange an initial conference call with a specialist.

*Total Backup and Recovery only