

Back up as a Service

Capita Managed IT Solutions' Backup as a Service is designed to protect your information by electronically transmitting data to two geographically separate datacentres. As data is transmitted offsite immediately and is available to restore on a 24/7 basis, your data protection is significantly enhanced compared to traditional tape-based backup solutions. The intuitive graphical interface supports data restoration at any level from individual files to complete server rebuilds.

Optimal Solution

As backup, archive and recovery requirements will vary between applications, the service offers varying tiers of storage for backups and archive. Capita will conduct an analysis of your environment to deliver the optimal backup solution including sizing the communications bandwidth required to backup and restore within available time slots.

Streamlined Backup and Recovery

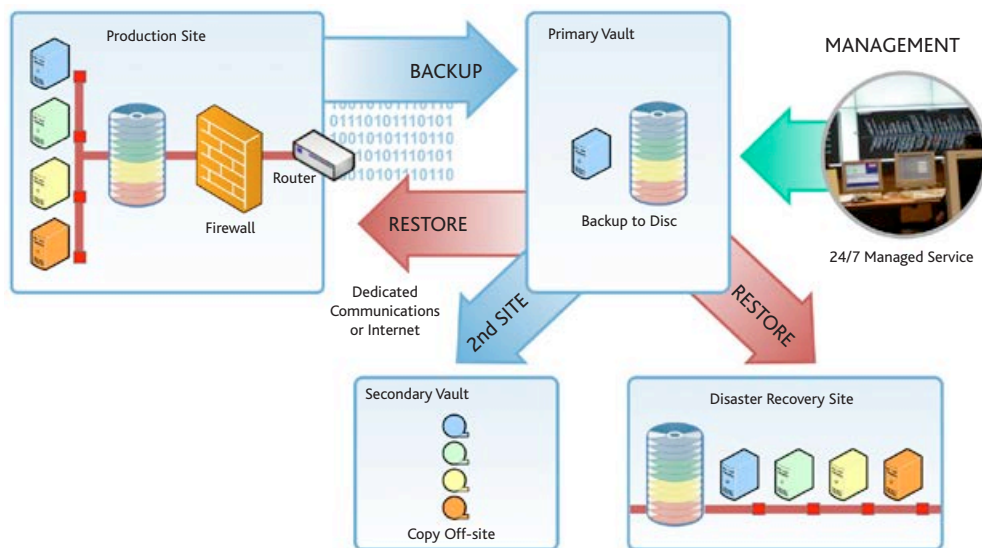
Backup and recovery logistics are greatly simplified with Backup as a Service giving improved recovery timescales. By removing the requirement to physically move and catalog backup tapes, restores can be initiated immediately leading to reduced application downtime in the event of data loss or corruption. Disaster recovery processes are also simplified as data is available immediately upon invocation allowing for a much shorter RTO (Recovery Time Objective).

Flexible Retention Policies

The service allows for customer defined retention policies to enable compliance with external regulations and internal policies. The archival period can be defined on a per-application basis to maximise storage efficiency. Archived data can also be written to write-once media which cannot be overwritten.

Service Operation

The service uses server and application Backup Agents to backup data to the service over dedicated links or the Internet using a router supplied and managed as part of the service. Backed-up data is immediately replicated to the secondary data centre ensuring that two copies are available for restore. Customers define backup schedules on the service that best suit their application and server profile. Backups may also be initiated from the in-house server allowing backups to be performed as a task in a batch process or as a one-off.



Backup as a Service Features

- Agent based backup of server environments, file systems, database and mail servers
- Automated scheduling and ad-hoc backups
- Data transmitted to online vault via Internet or dedicated communications links
- Option to encrypt data
- Data stored at two physically separate locations within the UK
- SAS-70, BS 25999-2:2007, BS 7858:2006 certified data centre environments
- 24/7 access to backups
- GUI or command line access to restore data from the vault
- Service Portal providing access to backup session status and trend tracking
- Option to recover to alternate infrastructure in the event of a disaster or on-site hardware failure

- Windows XP Professional, Windows 2000
- Windows Server 2003, 2008 (R1 & R2, 32 & 64bit)
- Novell Netware 5.1, 6.0 & 6.5
- Linux Red Hat Enterprise 3, 4 & 5
- SUSE Linux 9 & 10
- VMWare ESX 3, 3.5, 4, i

Application Environments

- Microsoft SQL Server 2000, 2005 & 2008
- Microsoft Exchange 2000, 2003, 2007, 2010
- Oracle 8i, 9i, 10i & 11
- Lotus Domino 5, 6, 6.5 on Windows, AIX and Linux

Supported Environments

Operating Systems

- HP-UX 11iV1 & 11iV2
- Sun Solaris 8, 9 & 10
- AIX 5.2, 5.3 & 6