

DISASTER RECOVERY AS A SERVICE

Reducing downtime and restoring your business operations quickly in the event of a crisis with disaster recovery services.

HOW DOES THE SERVICE WORK?

We work closely with you to understand your requirements and tailor the right technical solution for your disaster recovery needs.

We harness technologies to protect your critical workloads, providing you with the ability to continuously replicate your production workloads from VMware or Hyper-V environments to a secondary site, all managed by our trusted partner Harbor Solutions.

BENEFITS TO YOU

People

We spend hours each day with vendor support teams resolving issues, allowing your IT teams to focus on projects that drive your organisation forward. Offloading the responsibility to someone else ensures your data is always protected, taking the pressure off your internal IT teams. Our teams work with a wide variety of technologies on a day-to-day basis to help augment your teams' existing skillsets.

Technology

We provide management and support of your disaster recovery (DR) site firewall as well as keeping an offsite copy of your data, so you don't have to maintain a secondary DR site. The service provides replication monitoring and management, meaning we monitor the status of protected items, replication and platform health including investigation into potential issues.

Commercials

Offloading the management activities to third party experts ensures a reduced operational cost, with Opex-based modelling, rather than Capex. Our partner Harbor Solutions own all hardware and software so you don't have to, managing any unmitigated costs.

SUITABLE FOR YOU IF...

- ✓ You are looking to decommission your secondary disaster recovery (DR) site.
- ✓ You want to offload the management of your DR solution to a third party.
- ✓ Your current DR solution doesn't meet the organisation's desired RPOs (recovery point objectives) and RTOs (recovery time objectives).
- ✓ You don't have the internal resource to manage your disaster recovery protocols.
- ✓ You are looking to reduce your IT operational costs.

WORKS WELL WITH

Backup as a Service

Offering managed backup services that protect your data from all forms of data loss, including ransomware attacks, accidental deletion or corruption, enabling ease of recovery.

Cloud Automated Adoption Accelerator Service

Cloud Intelligence Service

Do you want to get control of your cloud spend? Never worry about spiralling costs as our cloud intelligence team focus on continual spend optimisation and best practice cloud resource management.

WHAT'S INCLUDED

Round-the-clock support – We provide 24x7x365 support, with rapid response and remediation capability. We include proactive monitoring and alerts to ensure your organisation is fully protected at all times, offering peace of mind.

Complete service – The service offers complete infrastructure management, including firewall management and replication monitoring and management.

Excellent communication – We provide regular service delivery reviews and access to a service delivery manager for SLA management, to maintain good communication.

Restoration – Disaster Recovery as a Service ensures complete platform restores, as well as test and verification restores. We also offer archive location management for you.

Onsite assistance – If needed, we can come to you, setting up hardware, policies, agents and virtual appliances, as well as software optimisation, as required.

A clear view – We give you access to a portal (for example, Rubrik or Druva) for an overview of your complete service.



SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.