

# DataReady™

## ONLINE BACKUP CLOUD SERVICE

### THE DATA PROTECTION CHALLENGE

*“With DataReady™, we have full visibility of our backups and the peace of mind that our backups are being monitored. One of the best things is that we can manage our restores online with GlobalView™”*

Sam Sofianos,  
Director, Technology Services,  
Middletons

In today's information age, where data growth and its importance to the organisation keep climbing, the cost of managing data, keeping it available and recovering it effectively continues to rise at a rapid rate.

The need to keep mission-critical business functions highly available has led to a heavy reliance on an organisation's data assets. As a result, interrupted access to corporate data files, or data losses, can financially or functionally compromise an organisation and, in some cases, leave it unable to recover.

The highest risk to an organisation is the huge impact of downtime which results in lost revenue, irreparable customer and investor confidence, lost productivity and possible legal liability. As a result, CIO's and CEO's need to understand the importance of data protection and the risks of data loss.

Older data protection strategies, including legacy based tape backup systems, simply don't cater for the level of protection now required by an organisation to adequately safeguard against data loss. As a result, today's Information Managers, Business owners and Senior Executives need to find more affordable, more reliable ways to protect their organisation and ultimately themselves.

# DataReady™

ONLINE BACKUP CLOUD SERVICE



## DATA READY™ ENTERPRISE MANAGED BACKUP

DataReady™ Enterprise Managed Backup Service is a fully managed online backup service that eliminates the heavy reliance on tape and tape systems. DataReady™ provides customers with a minimum of 3 months online data retention and allows customers to quickly and easily restore data online via our GlobalView™ user web portal.

DataReady™ leverages from our expertise in storage protection, remote data replication technologies and information recovery best practices to offer customers a better choice when it comes to building a suitable data protection strategy to meet today's demanding requirements.

DataReady™ allows customers to benefit from highly reliable remote backups more cost effectively than internal tape based systems. Advances in backup technology such as direct-to-disk and data de-duplication allow full server backups that normally take hours to finish, to be completed in minutes.

Data is automatically transferred offsite every night to our secure data storage facilities eliminating messy tape rotations and the possible human errors that are the cause of most data losses.

Customers can recover data online via the GlobalView™ user web portal. GlobalView™ enables customers to login to view their backups and restore all data sets from a single file or email to an entire server image. For customers wanting to leverage faster restores, a client-side restore node can be implemented to cache the most up to date backup data sets locally.

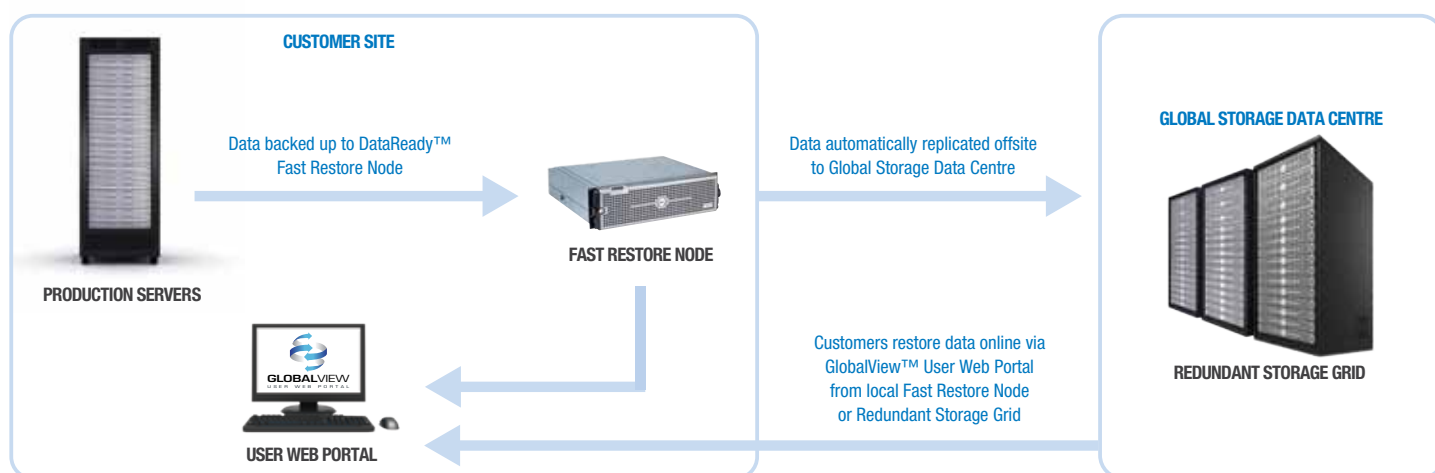
As a fully managed service, customers no longer need to allocate their own internal resources to software maintenance, hardware upgrades, tape rotations and costly reliability and support issues. DataReady™ provides enhanced SLA levels to customers over traditional backup strategies.

## HOW DATA READY™ WORKS

### GLOBAL STORAGE NETWORK OPERATIONS CENTRE



24x7 Management and Monitoring via GlobalView™ Operational Support System





## GLOBALVIEW™ USER WEB PORTAL

### Improved Management, Visibility, Monitoring & Analysis

Global Storage has invested heavily in developing a monitoring and management system for our managed services. GlobalView™ is a set of web-based applications extending information from our managed services environment.

Company wide data protection is managed through the GlobalView™ portal to provide intuitive technical support tools and performance analysis and reporting to our clients. GlobalView™ consists of two components: a front-end User Web Portal and a back-end Operational Support System (OSS).

#### GlobalView™ User Web Portal

The GlobalView™ User Web Portal delivers features such as central service sign-on, customer centric monitoring & reporting, helpdesk integration, and customer administration tools. It provides a consolidated view of job status, success rates and capacity trends.

GlobalView™ also provides the interface for user initiated restore requests, backup frequency changes, file browse and retrievals, retention requirements and a wide range of service modifications and ad-hoc requests. This flexibility assures the service meets your specific demands and policy needs while maintaining the strictest controls.



#### GlobalView™ User Web Portal Benefits

- Improved Visibility, Monitoring & Analysis.
- Consolidated view of job status, success rates, and capacity trends.
- Customer interface for data restores, Ad-hoc service requests, helpdesk queries, real time monitoring.
- Customisable data protection reports exportable to PDF or XLS formats.

## DATA READY™ KEY BENEFITS:

RISK	COST	EFFICIENCY
✓ Minimises risk to business from data loss.	✓ Reduces TCO on Infrastructure & IT resources.	✓ Eliminates reliance on manual tape systems and solves issues around lengthy backup windows.
✓ Improved Business Continuity through faster, reliable online restores.	✓ Reduces CAPEX – Services charged as Capacity On Demand Monthly OPEX payment.	✓ Provides highly efficient remote backups reducing exposure to human errors.
✓ Ensure Regulatory compliance.	✓ Eliminates tape shipping, handling and storage charges.	✓ GlobalView™ User Web Portal provides easy to use self recovery & monitoring tools.



## GLOBALVIEW™ OPERATIONAL SUPPORT SYSTEM

The GlobalView™ Operational Support System is monitored and supported by our 24x7 storage operations NOC. The Global Storage NOC is staffed 24x7 to monitor the status, performance, and operations of data protection systems, software and processes to ensure they are functioning properly. End-user defined alerts such as backup failure notifications, replication status and archival volume space notifications are generated automatically. This ensures our NOC team are always aware of the status of your backup and recovery environment. The NOC will also provide assistance when required to ensure critical data and systems are rapidly restored in the shortest time possible.

### GlobalView™ Operational Support System Benefits

- Real Time Customer Service Monitoring & Analysis.
- Work Flow Escalation & Ticketing System.
- Assisted Recovery & Management.
- All systems are monitored & supported by the Global Storage 24/7 Network Operations Centre (NOC).

## DATAREADY™ TECHNOLOGY & EXPERTISE

Global Storage has world class data centre environments providing customers a secure off-site location for mission critical data no matter where the primary environment is located. Global Storage uses enterprise class SAN, Server and Data De-Duplication technology giving customers secure reliable data protection for their entire IT environment.

Global Storage uses a team of highly skilled engineers to consult, design and implement a DataReady™ solution to meet your exact needs. Our DataReady™ development specialists will design a clear road map and adoption strategy for your company to allow it to easily transition from an existing backup solution or to compliment an existing data protection strategy already in place.

## SECURITY & ENCRYPTION

DataReady™ Enterprise Managed Backup Services combine advanced physical, technological and operational measures to ensure the highest levels of security for our client's data. Many of the possible security risks associated with the manual handling of data are eliminated in the automated encryption and replication of data to our secure off-site storage facilities. The security measures put in place provide our clients the highest standards in securing their sensitive and valuable data and its access.

### Some of the key data security measures include:

- Regular independent security audits.
- Robust physical security with fully manned 24x7 security, recorded video surveillance, and restricted biometrics & physical access security.
- Strong, industry-tested two-factor authentication and access control.
- Strong data encryption of data at the source before transfer across the LAN or WAN.
- Multi-level security rights.
- Strong software auditing and logging.

### FOR FURTHER INFORMATION CONTACT:

#### Global Storage

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### OR CONTACT GLOBAL STORAGE PARTNER:

