

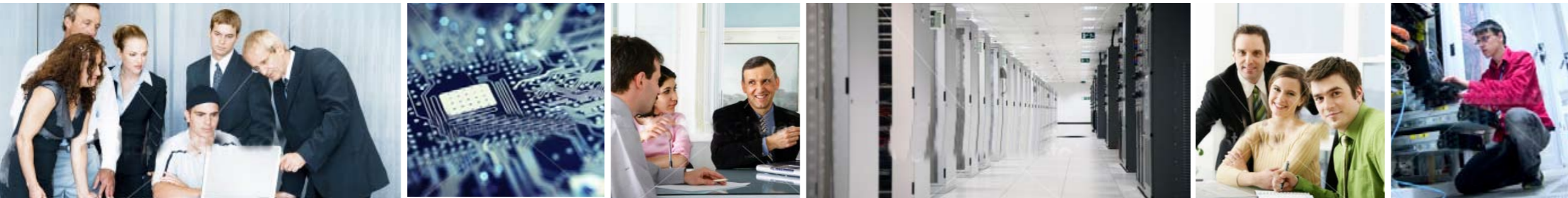


# GLOBALstorage

STOREPROTECTMANAGERECOVER



**GLOBAL  
MANAGED  
SERVICES**



# GLOBAL MANAGED SERVICES

## A NEW PERSPECTIVE ON DATA PROTECTION

The exponential growth in data is presenting organisations with a number of challenges around the way they store and protect data. These challenges include increasing costs around technology and human resources as well as difficulties in monitoring the success of data protection. More than ever organisations understand the risk of losing valuable data and the importance of accessing and recovering data quickly. Without adequate systems and processes in place to recover data, an organisation is faced with potential loss of revenue, productivity, customer confidence and possible legal liability.

Until recently, the standard corporate approach has been to implement in-house, self managed data backup, archival and recovery systems. This approach has led to valuable IT resources being taken away from the support and further development of primary business applications. Organisations have recognised that by looking externally to manage the protection of their data, they can free up resources, save on capital costs and ultimately help manage the total risk of data protection and recovery.

## GLOBAL STORAGE MANAGED SERVICES

Global Storage offers a unique managed services approach to delivering a complete risk management strategy around Backup, Archival and Disaster Recovery with our **DataReady™**, **ArchiveReady™** and **EnvironmentReady™** product offerings. Our fully managed services provide enterprise class security, reliability and recovery using the latest archival and off-site replication technologies. This helps to reduce costs, optimize performance, and increase visibility of data, so our clients can refocus their IT resources on revenue-generating projects.

Global Storage managed services help our clients minimise the costs and resources needed to manage their existing data protection environment. Our services provide our customers with enterprise class hardware and software, best in practice methodologies, and the processes and professional services capability to deliver consistent performance with a single point of accountability.

*"This is a perfect solution for every mid-tier law firm in Australia who is looking to implement a complete disaster recovery solution"*

- JUSTIN WESTBROOK, INFRASTRUCTURE  
MANAGER, MAURICE BLACKBURN CASHMAN

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*"Global Storage's managed data services are uniquely placed in the Australian IT market through their delivery of world leading replication and archival technology, research and development, and continued investment in customer and vendor relationships"*

- KAYCEE LAI, HEAD OF  
AVAMAR PRODUCTS, APAJ, EMC.

## UNDERSTANDING THE BENEFITS OF OUR MANAGED SERVICES

Global Storage managed services offer a comprehensive range of business benefits to our clients. By using our fully managed services for off-site data protection and recovery, organisations have seen a reduction in costs, improved data availability, increased security levels, and significantly faster restore and recovery times. These and other customer benefits are outlined below:

### **Deliver a More Diverse Risk Management Strategy**

It has become increasingly clearer to organisations that the process of managing, protecting, and recovering corporate data through internal IT resources and infrastructure alone is figuratively putting all your "recovery eggs" in one basket. By outsourcing certain resource intensive, yet critical tasks to Global Storage, such as backup & disaster recovery, our clients immediately benefit from a more diverse risk management strategy. The involvement of our expert resources, best practice recovery processes and best-in-class infrastructure minimises your risk in the recovery of data or systems in the event of data loss or an outage.

### **Minimise the Impact of Data Loss & Downtime**

It is estimated that only a fraction of businesses are fully prepared for data loss or downtime, let alone to survive a large scale disaster. Global managed services deliver the very latest in data protection and disaster recovery through the use of innovative enterprise class technology and best practice recovery methodologies. This provides our clients with the knowledge and certainty that they can recover from small failures all the way through to large scale disasters in the fastest possible time, reducing the cost and impact of data loss and downtime.

### **Leverage the Benefits of Enterprise Infrastructure**

Exponential storage growth, new regulatory requirements, and market pressures are demanding more and more out of existing IT storage budgets. Global Storage's multi-million dollar investment in backup, archival & disaster recovery infrastructure, support

systems, and best practises methodologies allows our clients to leverage the benefits of enterprise infrastructure without the direct capital investment required when owning the technology yourself. Delivered as an ongoing monthly charge, our managed services deliver a no compromise approach to security, performance, reliability and recovery.

### **Limit reliance on Legacy Tape Systems**

Recovery from tape has always relied on often untested and potentially unreliable media, along with the intensive manual process of moving and recovering data from an off-site location. Most organisations now recognise the danger of relying on these legacy tape systems as their primary method for data and disaster recovery. Global Storage offers a highly reliable, secure, on-line backup and replication service which automatically replicates data off-site to our secure data centre environment without the risk of human error, faulty tape media or the chance of losing tapes in transit. With many months worth of data stored on online disk, your data can be recovered immediately without the risks associated with manual tape systems.

### **Protect More Data, More Efficiently**

Organisations and their IT departments have been under tremendous pressure to deploy and manage increasingly more complex data protection and storage environments to accommodate the explosion of corporate information. Global Storage **DataReady™** & **EnvironmentReady™** managed services use data de-duplication, compression and secure encryption technology to allow much larger volumes of data to be protected, using less resources, in significantly faster times. Whether your data resides in the corporate data centre, or at a branch office location, backups or replication jobs that used to take hours can now be completed in minutes over existing WAN communication lines.



# GLOBAL MANAGED SERVICES

## CUSTOMER ENGAGEMENT PROCESS

Global Storage's engagement model invests in extensive upfront planning and assessment to ensure that our managed services meet the specific business requirements identified for each client. Detailed documentation at each stage of the engagement process guarantees a proven deployment methodology, whilst real time monitoring of protection processes ensures the successful ongoing management of our clients data assets. The client engagement process defines six key stages for the complete delivery of our managed services can be found to the right.

### 1. IDENTIFICATION :

*Customer Consultation & Data Protection Analysis*

### 2. DESIGN

*Design of Managed Services & SLA contract to meet requirement*

### 3. DOCUMENTATION

*Documentation of Recovery Processes & Deployment Methodology*

### 4. IMPLEMENTATION

*Implementation of Managed Services*

### 5. ACCEPTANCE

*Customer Testing, Process Training & Acceptance*

### 6. MANAGEMENT

*Monitoring & Management via GlobalView™ & 24/7 NOC*

## NETWORK OPERATIONS CENTRE (NOC) – GUARANTEED PERFORMANCE WITH DEFINED SLA'S

Global Storage managed services clients are supported by our 24/7 Storage Operations NOC monitoring data protection processes around the clock, so our clients can focus on other priorities. 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 Global Storage NOC team resolve backup & recovery challenges and respond to emergency demands, assuring data is protected and available where and when it is needed. Global Storage managed services are backed by an industry-first Service Level Agreement (SLA) which defines recovery objectives and guarantees 99.99% data availability.

## GLOBALVIEW™ – IMPROVED MANAGEMENT, VISIBILITY, MONITORING & ANALYSIS

The **GlobalView™** Operational Support Systems (OSS) 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™** 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.

## SECURITY & ENCRYPTION – IMPROVED DATA SECURITY MEASURES

**DataReady™**, **ArchiveReady™** and **EnvironmentReady™** 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.