
Redstor Managed Backup Service

Managed Backup is a remote backup monitoring and management service focusing on the day-to-day activities required to administer backup & recovery environments and keep data protected and recoverable.

We understand the challenges you face because we manage our own backup platform which protects over 6000 servers, over 5000 desktop & laptops and has over 200TB of customer data under management.

Backup and Recovery Challenges

The operational and financial implications of losing data could be catastrophic to your organisation, yet many still struggle to efficiently manage and maintain their backup and recovery environment. Running effective backup and recovery is not easy and is often overlooked until disaster strikes.

The increasing complexity of backup environments, exorbitant data growth, lack of policy and procedure and a lack of skilled resources to architect and operate a backup environment, generally results in operational inefficiencies, high backup failure rates, increased risk and ties up skilled IT resources better placed elsewhere. Ever expanding audit requirements are now dictating how organizations protect, secure, retain and now prove recoverability of data through periodic DR tests.

Many organizations still rely on one person who has the knowledge of the systems, leaving the organization exposed during periods of holiday or sickness or invariably when that person moves on. Ultimately, many organisations face increased difficulty in ensuring the protection and recoverability of their data.

We take responsibility for the backup environment, all backup related issues and provide a single point of contact and accountability. Every aspect of your backup and recovery environment can be managed and monitored as part of the service.

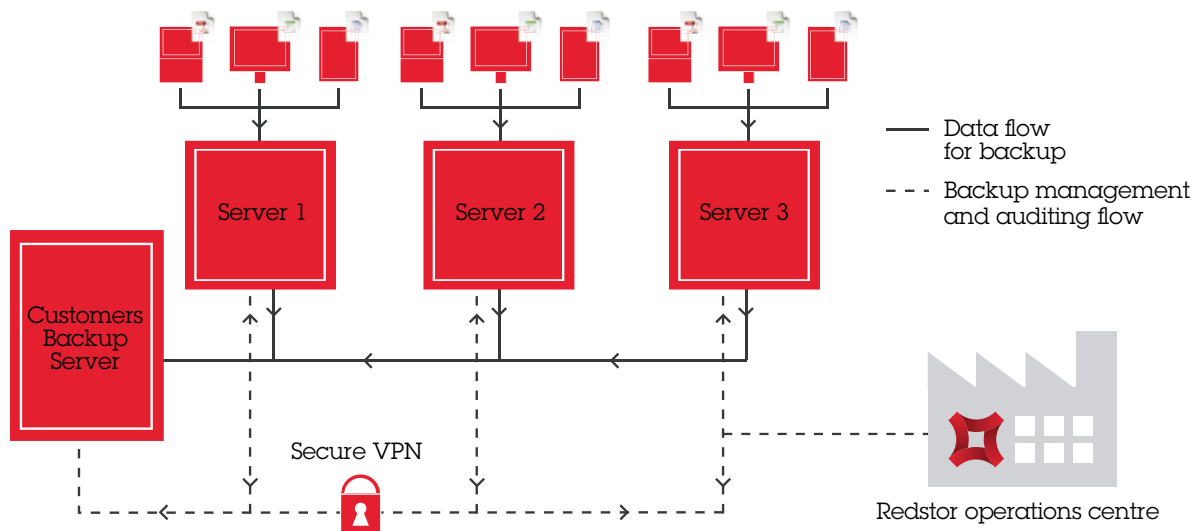
The service is provided remotely from our Operations Centre in Reading and is specifically tailored to each organisation. You define what aspects you would like us to manage or monitor and following best practice, our experienced managed services team will become virtual members of your IT department.

Working on a rota basis, the team are proactively applying knowledge and best practice gained over 10 years of working across multiple environments.

Proactive monitoring and maintenance combined with industry best practices, reduces cost, downtime and helps with the recoverability of data.

Service Benefits

- A dedicated Managed Service team will monitor your system, fix faults and undertake capacity planning exercises to ensure your system can grow in line with your business
- Reduce operational costs & improved service levels
- Access to a team of experienced professionals with specialist skills
- Increased backup success rates and recoverability of data
- Increased levels of support without additional staff overhead
- Rota system and knowledge sharing removes reliance on one individual
- Bespoke Service Level Agreements (SLA)
- Co-ordination of 3rd parties
- Assistance with DR tests and audits
- Predictive monthly costs



Redstor Managed Backup provides daily monitoring, alerting and proactive management of the backup environment and processes required to keep it running efficiently.

Service Availability

The Redstor Managed Backup service is available with varying SLA's, 9/5 or 24/7 and supports the leading data protection applications;

- IBM Tivoli Storage Manager
 - EMC (Legato) NetWorker
 - Symantec (Veritas) NetBackup
 - Attix5 Backup Professional
- Others available upon request

The Redstor Managed Backup service offers direct access to our technical helpdesk where our support staff solve a high proportion of technical issues. If we can not resolve it, we open and track calls with the relevant 3rd parties on your behalf. The typical service process can include;

- Definition of elements to manage & monitor
- An audit/baseline of the environment
- Recommend any remedial works required
- Carry out remedial action
Not included as part of the service
- Day to day management
- Periodic review meetings

Flexible service levels based on your requirements

- Full backup system monitoring
- Review & recommend policy
- Day to day backup administration
- Daily log analysis
- Daily reporting on successes/failures
- Recovery administration
- Regular software maintenance
- Patch & upgrade management
- Scheduled Disaster Recovery testing
- Management of tape rotation
- Communication through meetings
- Periodic review meetings
- Management of hardware & software maintenance contracts

About Redstor

Founded in 1998, Redstor is a profitable Managed Services and IT Solutions Company focused around storage, data management and protection. Over 50% of Redstor's income is repeatable based upon creating enduring relationships with its customers. Redstor has over 10 years of expertise in managing, supporting and monitoring customers' data either at their site, remotely or on Redstor's own online storage and backup platform.

Redstor's trusted consultative approach is based upon understanding prospects and customer's business and IT goals and vision, then establishing a base line, before working with the customer to build a plan of action and a solution. This approach was a major factor in Redstor winning the SNS Storage Integrator of the Year Award 2008.

For more information please contact redstor on +44 (0)118 951 5200 or visit www.redstor.com