



**CLOUDPROTECT**  
secure backup in the cloud

# WHAT CAN CLOUDPROTECT BACK-UP



## Devices:

- Laptops
- PC's
- Servers

## Operating Systems:

- Windows
- Linux
- Apple

Including:

- Microsoft Windows File System
- UNIX/Linux File System
- Macintosh File System
- Image Level
- IBM I File System Agent
- NAS
- OES File System iDataAgent
- OpenVMS
- OSSV Plug-In

## Types:

- Files
- Folders
- Emails including O365
- SharePoint including O365
- VM's Virtual machines protection is supported on - VMWare, Microsoft Hyper-V and RedHat Enterprise Virtualisation (RHEV).
- Databases including:
  - DB2 and DB2 MultiNode
  - Informix
  - Microsoft SQL Server
  - MySQL
  - Oracle
  - Oracle RAC
  - PostgreSQL
  - SAP
  - Sybase

## File System Backup and Recovery

File system backups provide the fundamental data protection strategy for any environment. File backups are supported for all major operating systems and include inherent file system capabilities based on the operating system being protected.

## Application Backup and Recovery

Application protection utilizes application-aware backup agents to provide consistent point-in-time protection for application data. Granular application protection for Exchange, SharePoint, IBM Notes, and more facilitates flexible data protection strategies and simplified recovery methods.

## Application Backup and Recovery

Database protection also utilizes application aware agents to provide a simplified end-to-end backup solution for database environments of any size. Database agents intelligently quiesce databases when needed, and provide robust and comprehensive backup and recovery with significant speed and performance, and efficient use of disk and tape drives. These agents also assist in full system rebuilds and eliminate recovery failures.

- Backup – either local or directly to cloud with a 30-day retention.
- Deduplication – Only unique data gets transferred across the internet; only new and changed data is backed up, reducing bandwidth requirements.
- Encryption – Encrypts data.
- Storage per GB for data kept over 30 days, in Deduplicated and Compressed format.
- Storage per GB for virtual machine data.
- VM Protection.
- EndPoint Sync and Share – secure file sharing.

# HOW WILL I KNOW IF CLOUDPROTECT IS RIGHT FOR MY BUSINESS?

Data is essential to the smooth operation of any size business, and the protection and backing up of that data is just as critical. Most organisations have – or should have – a data protection and business continuity policy in place. However, this needs to be underpinned by using a data protection and recovery partner you can trust, such as the CloudProtect solution by Data Management Professionals South Africa (DPM SA).

## CloudProtect offers:

Enterprise-class backup and restore capabilities to small, medium and large businesses alike on a hosted platform.

Affordable 'pay-as-you-consume' model. The end user customer pays per Gigabyte of data that is backed up without having to invest in infrastructure and software, they also do not have to maintain the solution.



## Advantages:

- ideal for small to medium businesses who need information storage and back up capability without having to worry about the cost of on-site equipment
- easy to use solution to backup and recover business critical information on your desktops, laptops and servers
- locally hosted cloud backup solution compliant with data storage legislation

## Easy to Use:

- you can access the protected data anywhere and anytime using a web portal or mobile app
- receive email notifications when your backup is completed as per your required schedule

## Affordable:

- onboarding and first month free – you manage the backup size and content from the start
- predictable cost model – you are billed monthly based on data size of your full backup
- no hidden costs – covering everything from backup, recovery and support

## Secure:

- only you can access your data as world-class encryption capabilities ensure that your data is always safe

# CLIENT PLATFORM vs MANAGED SERVICES

To establish which option is best suited for your client, you need to determine which features, support and cost factors are best aligned to address their needs. Offer the best solution to protect their data and their business.

Features	Client Platform	Managed Services
	Client manages backup environment and CloudProtect provides reactive support.	CloudProtect manages the entire back up environment proactively.
Access to self-service portal	✓	✓
Automated Alerts	✓	✓
Daily Backup Summary Reports	✓	✓
Mobile App access	✓	✓
Detailed billing	✓	✓
Monitoring of backup jobs	Via self-service portal	✓
Unexpected backup resolution	Reactive - log a ticket	✓
Backup scheduling and changes	Via self-service portal	✓
Data recovery / restore	Via self-service portal	✓
Content management & changes	Via self-service portal	✓
Installation – initial implementation & configuration	Request a quote	Request a quote

## Options:

Backup – directly to cloud with 30-day retention.

Backup to local device - no cloud storage included.

Storage of data kept over 30 days.

Storage for virtual machine data (excludes VM Protection).

## Add on Packages:

### Virtual Machine Protection

Backup per virtual machine per month. This is a cost per VM based on the number of VM's protected. VM protection is supported on – VMWare, Microsoft Hyper-V and RedHat Enterprise Virtualisation (RHEV). This excludes VM data storage cost, which will be added for VM cloud storage consumed as per above reseller levels.

### EndPoint Sync and Share

Add-on package for sharing files and folders between users on the platform. This is a cost per user with a sliding scale based on the number of users. Endpoint Sync & Share cost per user only permits up to a maximum of 5 devices per user.

## General Terms

- By default, all data is kept for 30 days and CloudProtect keeps two copies of data, excluding local backup to device options.
- Invoicing occurs on or about the 25th of the month based on the size of the full backup for the client and any additional long-term storage used that month.
- Local Helpdesk is available for support and troubleshooting. We endeavour to answer any queries within 4 hours during business hours and resolve it within 24 hours. Specific SLA's can be provided on a case by case basis.
- Archive option available

# WHAT IS REQUIRED TO IMPLEMENT & USE CLOUDPROTECT:

## Client Platform:

1. Installation done by Reseller / Client.
2. Configuration, i.e. content changes and schedule changes to be done by Reseller / Client.
3. Reactive backup monitoring by Reseller / Client based on automated alerts and Backup Reports.
4. Restore jobs done by Reseller / Client.
5. Unresolved issues redirected to CloudProtect Support for assistance.
6. Support through CloudProtect Helpdesk is available Monday to Friday from 8AM to 5PM.

## Managed Services:

1. Installation done by Reseller / Client.
2. Configuration, i.e. content changes and schedule changes, to be completed by CloudProtect upon Client instruction.
3. Proactive backup monitoring by CloudProtect with early detection and resolution of incidents.
4. Restore jobs to be completed by CloudProtect.
5. Any unresolved issues addressed and resolved remotely by CloudProtect thus no need to escalate for support.

Managed Services Support is available Monday to Friday from 5AM to 10PM. Flexibility to enable 24/7 support can be structured as an optional add on package at an additional rate.

