

# Managed Cloud Backup

## Managed - Monitored - Always Available

### Support IT BaaS

- Fully Managed & Monitored backup for your peace of mind
- 24/7 support - including customer training for all processes to ensure clarity of roles and responsibilities during a crisis
- Portal Overview & Daily reporting
- All-in-one solution combines data backup and disaster recovery capabilities
- Encryption: All data encrypted in-flight without affecting compression ratios and no VPN required
- ISO 27001 and FIPS 40 certifications
- Certified data centres in Ireland & UK
- Local Data Centers
- Experts that design the solution that fits your business needs
- Security and compliance to fit your business requirements

Backup is a critical part of any IT setup. As an IT professional you understand the importance of protecting business data. The everyday task of backing up data can be time consuming, expensive and unsecure. You need a solution that is easy, secure, scalable and cost effective. A solution that protects data everywhere - on physical servers, virtual servers, endpoints and in your cloud.

Although backup is critical, the recovery should be your top priority. Support IT offer a fully managed and monitored cloud backup solution. Our experienced technical team monitor the backup for inconsistencies and proactively report any discrepancies back to you. Support IT ensure that when the time comes your data is recoverable, consistent and intact. Our 24/7 Support team are there to help you every step of the way. You are in good hands with our highly skilled team that have years of experience in the data protection industry.

Support IT takes the most up to date technologies and combines them with excellent personal service and competitive pricing.

Our various technologies handle mixed environments - Windows, Linux, VMware, Hyper-V, Exchange, SQL and many more. Also cloud applications such as Office365, Google Apps or Salesforce.



## What to look for in a Cloud Backup & DRaaS provider

Selecting the correct backup provider is critical to the protection of your data. It may be the difference between total peace of mind and finding yourself in hot water because of data loss.

Choosing a provider with a comprehensive track record is important but there are some other factors you should consider.

### Management & Monitoring

This is often an overlooked factor. Choosing a provider that monitors the backup or DR replication, offers an extra layer of protection for your data. Very few providers offer a pro-active response to issues and manage the solution from start to finish. Leaving you free to concentrate on your core business. A good provider will allow you set monitoring and management parameters to meet your needs.

### Security & Encryption

Security is most important factor in any backup solution. As a minimum your data should be encrypted from the second it leaves your premises and throughout the entire backup process, in transit and in rest. Authentication protocols should also be implemented to ensure that no one can restore your data to alternate hardware without authorisation.

### Accreditations & Track record

When outsourcing backup data to a 3rd party it's important to do some homework. Look at the provider's history and management team, how long they've been in the industry, how good is their name, what are their professional accreditations.

You need seasoned experts with years of experience, a provider who is readily available and understands your requirements. A cloud backup & DRaaS provider must have a track record helping organisations protect their data.

Accreditations should include – FIPS 140-2, ISO 27001 and Gartner Approved

### Why Support IT

- Experts with decades of experience in data protection services
- Support 24 hours a day, 365 days a year
- Certified data centres in Ireland & UK
- Fully Managed & Monitored service for your peace of mind
- Encryption: All data encrypted in-flight without affecting compression ratios and no VPN required
- Technology: Support IT uses only the best technology to deliver the best possible service

### Support – Knowledge and Expertise

Having a local 24/7 support team to assist on restore requests and in full disaster scenarios is imperative to any recovery service. Having a highly skilled support team with the necessary skills & accreditations to assist you isn't always the case. Various backup technologies offer varying training programs with support staff. Ask your backup provider what level their engineers are trained to on your backup particular solution.

### Location, location, location

Using an Irish provider puts you in compliance with the Irish Data Protection Act. Under EU legislation using a provider within an EU member state keeps you compliant with their new directive. However, the reasons for keeping data locally are more than just compliance. If your business loses hundreds of gigabytes or multiple terabytes of data, a physical restoration maybe the only option. Check if your provider offers a shuttle recovery service. In some scenarios you may be able to call to a local datacenter and collect your data.