UNI**TRENDS**

Always On: Unitrends DRaaS Disaster Recovery Services

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What keeps you up at night? Are you thinking about what would happen to your business in the event of a disaster? Are you worrying about what a disaster might look like?

While natural and man-made emergencies like fires or floods are a reality, and cause failure, many outage situations are caused by much less extreme factors like hardware failure, configuration changes, file corruption, and human error.

Just because your screen goes dark doesn't mean your business should too. That's why Unitrends offers Disaster Recovery as a Service (DRaaS).

The Cost of Downtime

It's not the disaster, but the cost of downtime that keeps many IT managers awake at night. According to a recent survey from DRBenchmark.org, more than one-third of organizations lost one or more critical applications, virtual machines (VMs), or data files for hours and days at a time. Reported losses from outages ranged from a few thousand dollars to millions of dollars, with nearly 20% indicating losses between $50,000 to over $5 million.

When disaster strikes, how long can operations stay down before business is adversely affected? That answer is different for every company. According to the Federal Emergency Management Agency (FEMA), over 40% of businesses never recover from these outages.

Just because your screen goes dark doesn't mean your business should too. That's why Unitrends offers hybrid cloud Disaster Recovery as a Service (DRaaS), a solution that is defined around each customers' recovery point objectives (RPOs) and recovery time objectives (RTOs) for getting business back up and running.
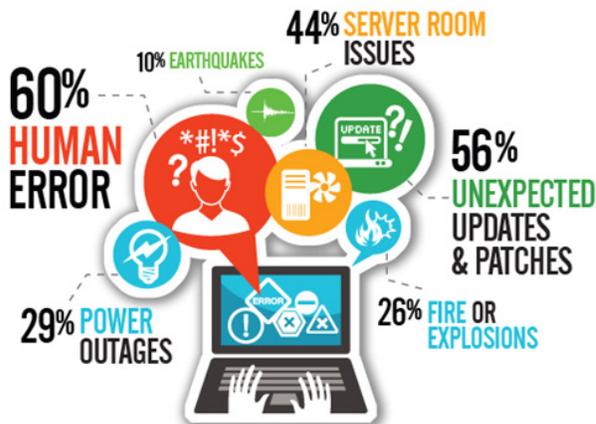

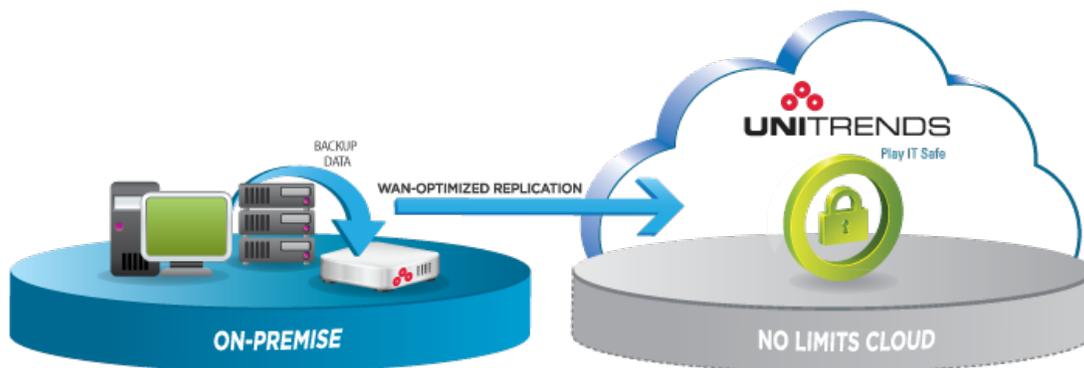Figure 1: Causes of Downtime (from DRBenchmark.org)

Figure 2: Unitrends Hybrid Cloud DR Model

The Model Preferred by DR Experts: Hybrid Cloud

Unitrends incorporates a Hybrid Cloud DR model to improve redundancy and allow users greater protection of local systems and data while ensuring full recovery and continued operation of mission critical applications when an outage occurs. The on-premise Recovery-Series physical appliance or Unitrends Enterprise Backup (UEB) virtual appliance supports both physical and virtual servers as well as 220+ operating systems and applications. The hybrid cloud on-premise appliance improves fault tolerance and WAN bandwidth dependence by globally deduplicating and compressing data prior to securely encrypting data in flight and transferring only changed data to the secure Unitrends Cloud. The Hybrid Cloud DR Model (Figure 2) provides the best of both worlds to form a powerful highly efficient, and affordable system.

Overview: Unitrends Hybrid Cloud DRaaS

Unitrends DRaaS white-glove service ensures your business is "Always On," even after a disaster. Unlike managing a secondary site, DRaaS eliminates the need to purchase and manage remote sites, infrastructure, and personnel by providing a warm standby environment for your business in the secure Unitrends Cloud. Unlike tape which boasts a 30% failure rate, Unitrends DRaaS guarantees an RTO of less than one hour.

Unitrends DRaaS provides a functional disaster recovery environment using replicated data from the customer's on-premise appliance for instant recovery within the Unitrends Cloud. This ensures a tested, validated disaster recovery infrastructure, and secure user access via secure VPN in the event of a catastrophic onsite failure. Includes:

- Access to protected systems within an hour after the declaration has been made to Unitrends.
- Assisted failover of warm standby appliances (VMs) and secure user via secure VPN in the onset of a disaster.
- 30 days of operational or test use of the DR Cloud per calendar year.

How It Works: Unitrends DRaaS

Unitrends takes care of you throughout the entire process, from setup to BC/DR to failback.

- **Backup:** Backup your business with Unitrends Enterprise Backup or Recovery-Series appliances at your primary site.
- **Copy to the Cloud:** Copy your backups to the Unitrends Cloud with continuous data replication.
- **Get DRaaS for Critical VMs:** Select the virtual machines (VMs) you want to mirror in the Unitrends Cloud and enroll in DRaaS.
- **Test:** Ensure your DR plan works as expected. Let Unitrends perform a full validation via ReliableDR (optional add-on).
- **Monitor and Certify:** Get monthly Recovery Time Actual (RTA) reports via ReliableDR (optional add-on).
- **Declare:** In the event of an outage at your primary site, declare the disaster with the Unitrends Cloud Ops team—available 24 hours a day, 365 days a year.
- **BC/DR:** Your business is up and operational in the Unitrends Cloud within an hour from the declaration of disaster.
- **Restore:** After the disaster, backups of your data and VMs are copied to a Recovery-Series appliance or NAS device and shipped to your primary site.

Included in Unitrends DRaaS

- Works with your No Limits Cloud or Forever Cloud account in the Unitrends Cloud. Includes:
  - Redundant storage to ensure availability of your data.
  - Configurable security options with AES-256 encryption of data in-flight and at-rest.
  - Seeding to quickly migrate the initial data set in the cloud (optional, available to customers in the U.S.).
  - Secure SSAE 16 certified data centers for your peace of mind.
- Recovery expertise: Unitrends disaster recovery experts provide a customize DR plan for your environment by identifying and setting up DR policies for protected VM's, including:
  - Application Recovery Time Objectives
  - Application Recovery Point Objectives
  - Network mappings & IP reconfiguration
  - Boot orders dependencies & VM time-out
  - Critical and non-critical VMs
  - User-defined Acceptance Tests
  - Immediate access to data through a secure VPN once a disaster recovery event is declared and server boots from warm standby.
- "Always On" DR environment, available with VMs on warm standby (24 hours a day, seven days a week, 365 days a year).
- Business Continuity: Operate in the Cloud DR environment in the event of a primary site failure. Subscriptions include 4 weeks of access to the Cloud DR environment per 12-month period free of charge. Extensions can be made available at additional fees.
- After a DR event occurs, failback assistance is available to help rebuild the primary site. Replicated data from No Limits Cloud and backups of VMs running in the DR environment are copied to a replacement on-premise appliance and shipped to the customer for restoring the production environment.

Key Features and Benefits of Unitrends DRaaS

- Data retained on-premise for fast local recovery of files, folders and servers.(Windows, VMware and Hyper-V Instant Recovery, Bare Metal Recovery) while replicating critical Virtual Machine for instant recovery in the event of a catastrophic outage insuring "Always on" operation.
- Protects physical and virtual (VMware and Hyper-V) and 220+ versions of operating systems and applications.
  - Instant Recovery—VMware, Hyper-V, and Windows Physical.
  - Bare Metal Recovery—Single Click Unitrends Bridge, P-V; V-P, V-V.
- WAN optimized replication, adaptive de-duplication, and AES-256 bit encryption of data in flight and at rest.
- Integrated archive—SAN, NAS, rotational removal disk, tape and cloud (Public and Forever Cloud) for long term retention.

ReliableDR (Optional Add-On) For Recovery Assurance

For those mission critical applications that require automated testing and compliance with industry regulations, corporate governance, or IT audits, Unitrends offers the industry's first Recovery-Assurance-as-a-Service (RaaS) via ReliableDR. This tool provides automated testing, compliance, audit reports as well as governance to ensure complex multi-tier applications are restored in the correct order, certifying that specified Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) are tested and authenticated. ReliableDR is offered as an add-on monthly or annual subscription service to individual mission critical VMs.
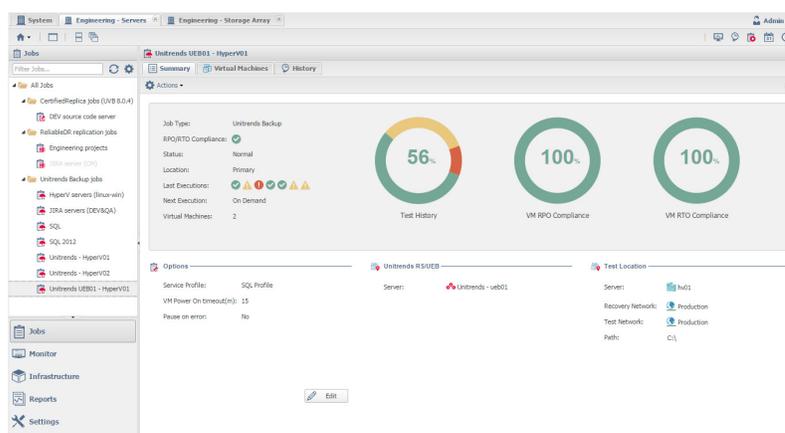

Figure 3: ReliableDR Job Summary Dashboard

Key Benefits of ReliableDR

- Real-time dashboard and audit reporting proof that recovery of protected VMs will meet specified SLA, compliance, and auditing requirements.
- Complex Multi-tier Application-level recovery, ensures interdependent services (Authentication Services, DNS Services, Database, Web Services, etc..) of mission critical applications such as ERP or e-commerce spin up in the correct order with the correct RPO, RTO for each service.
- Recovery metric audits of Recovery Time Actuals (RTAs) and Recovery Point Actuals (RPAs) provide administrators and management visibility into compliance of SLA recovery plan requirements.
- Verification that protected VM recovery processes are current, reliable, and meet specified SLAs.
- Operates with all multi-tier, complex, interdependent VMWare and Hyper-V applications.

Peace of mind isn't a pre-packaged solution, which is why Unitrends offers flexibility and simplicity for each unique business. Unitrends' unique blend of cloud, DRaaS, and BC/DR.

Assurance annual subscription offerings allows us to provide complete BC/DR solitions sized for your infrastructure and recovery goals.

Figure 4: Unitrends ReliableDR and Unitrends Cloud
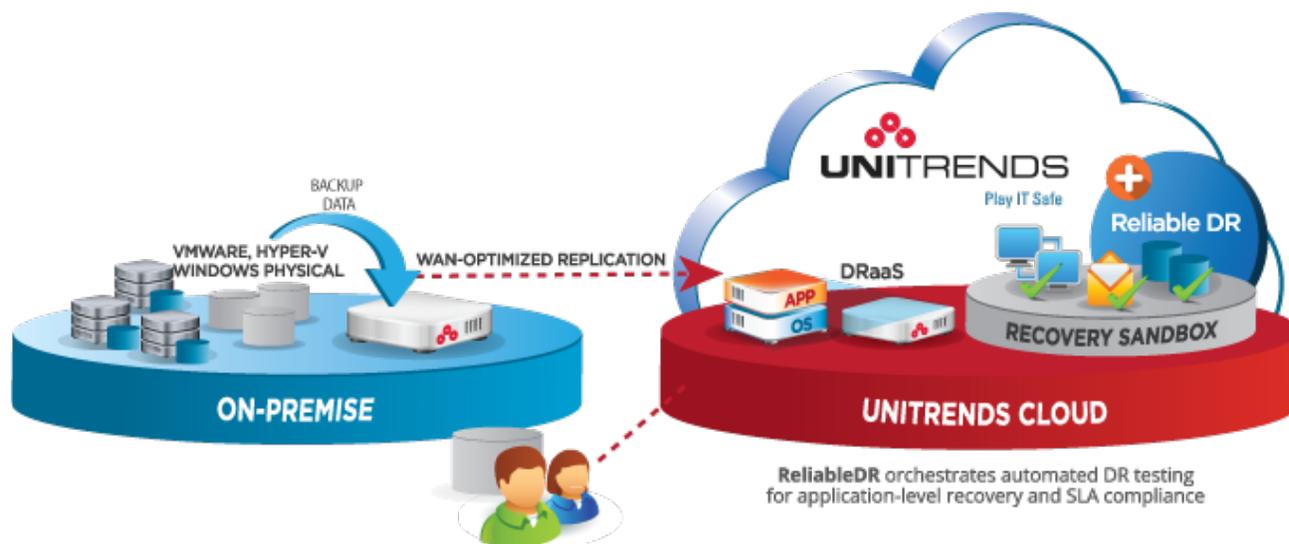
About Unitrends

Unitrends is trusted by business visionaries, IT leaders and Pro's who know that in today's digital world protecting their ideas and keeping their business running is non-negotiable. The Connected Continuity Platform™ enables organizations of all sizes to protect their data and assure business continuity for their physical, virtual and cloud based environments.

Unitrends offers the industry's broadest portfolio of cloud empowered continuity solutions in a single super intuitive platform delivering unmatched flexibility as needs evolve, providing 100 percent confidence in recovery and business continuity.

Unitrends' Continuity Solutions are backed by a global support team that consistently achieves a 98% satisfaction rating and are sold through a community of thousands of expert technology partners, service providers and resellers worldwide.

Want to learn more about Unitrends DR Services? Contact us today!