

EnhancedAlliance

The business technology ecosystem

Factsheet

Remote Server Back-Up

For most enterprises, server back-up is generally highly automated and highly efficient on their major business sites. But in their smaller agencies and local offices, the picture can be very different.

Ironically, it's often the smaller and more remote offices that cause the biggest challenges when it comes to basic IT service provision and management, and this is certainly true for essential server back-up and restore services.

So why does server back-up across the extended enterprise still pose a challenge – and what are the risks of failing to confront it?

Although enterprises strive to eliminate physical and virtual servers at branch level, for many, they remain an unavoidable reality – and this results in two recurring challenges:

1. Resourcing

Every organization seeks to reduce the cost of basic IT resourcing and support. For smaller local agencies, already limited resources have often been cut back to the barest minimum.

When an enterprise has chosen to outsource infrastructure services, the smaller and more remote agencies can be the most expensive to support – adding even more pressure.

2. Consistency

Back-up at the local office often falls outside the industrialized models used at major locations. All too often, it's the last job of the day for an employee with other responsibilities.

Tools and methods can fall outside centralized standards too, and as a result, cost more and carry higher risks.

No organization can afford to ignore these challenges. Even if the percentage contribution from smaller agencies to the overall business reflects their size – they are subject to the same business imperatives for continuity and compliance.

Although the majority of remote offices and agencies today hold less than one terabyte of data, this is already growing exponentially for both structured and unstructured data.

Time to act

As a leading provider of outsourced IT services to clients around the world, Atos, with its Enhanced Alliance partners, now offers robust, agile and sustainable Remote Server Back-Up. Our proposition is designed specifically to meet the challenges of your enterprise's smaller remote offices and agencies.

Local conditions are not always the same, and our service has been crafted to take differences in WAN availability and performance, required speed of restore, and desired back-up location fully into account.

The Enhanced Alliance streamlines and optimizes your access to the combined technologies, services and expertise of its four founding members.

Our Remote Back-Up service delivers:

1. Affordable and reliable back-up for remote offices and agencies
2. Consistent quality, configurable according to requirements for:
 - a. Frequency
 - b. Restore times
3. Reduced storage and administration costs
4. Zero capital expenditure and complete pricing transparency
5. Conformance to security and compliance obligations.

Designed for agility

Our Remote Server Back-Up service is designed to meet the many different conditions and requirements which exist across your remote office network.

We exploit existing WAN connections for server back-up either to Atos data centers, or to owned or third-party data centers of your choice. As a founding security principle, back-ups will never reside solely on the same site as the source data.

WAN capacity is a critical resource for many remote offices and agencies, and for this reason, back-ups will generally be scheduled for execution during out of office hours, or at an otherwise specified period of minimum use. For example, much of the data to be backed up is machine-to-machine and generated by sensors running 24/7, back-up timing can be scheduled to be tripped during off-peak periods.

Minimize load – minimize cost

Even when running 'out-of-hours', it is important that back-up is optimized to minimize both network load and storage.

Our Remote Back-Up service achieves both by deploying the advanced Avamar de-duplication and back-up management software from EMC. Used extensively across the EMC business network, Avamar can deliver savings in back-up disk storage of 95%.

We appreciate that in some cases, our clients do wish to keep back-up data on site, and in these instances we can provide local dedicated back-up capacity which is then mirrored off-site for secure recall.

It's up to you

If you want, Atos can take complete responsibility for designing and running the service.

But we also make it possible for those of you who want to retain local control to do so. A simple set of management tools allows you to set and tune the rules which determine how your back-up and restore services run. At any time, for example, you can:

- ▶ Add and delete target servers
- ▶ Specify back-up times and frequencies
- ▶ Set maximum restore times
- ▶ Request reports on volumes and history
- ▶ Review spend.

These functions are available both to those of you who choose to host back-ups with Atos and those who back-up to your own or third party services.

The service is device and system independent, making it particularly valuable in cases where different local offices rely on a wide range of legacy server and database environments.

Extended capability

This service is primarily focused on server back-up and, if desired, can be purchased as a point service. You can also coordinate adoption with the extended range of Atos foundation IT and outsourced infrastructure services.

If, for example, you want to include back-up and restore for the personal devices used by employees and agents at the remote site, we can also add personal data from laptops and tablets.

The service is a natural complement to other propositions developed specifically through the Enhanced Alliance. Our Enterprise Information Archiving solution, for example, can be adopted as a companion service.

Demonstrable track record

Every month, Atos manages upwards of 100 petabytes of back-up data for clients around the world. All this activity is conducted according to the most stringent rules of security and sustainability.

The required restore time specified by a client, for example, determines the type of storage required – allowing us to minimize carbon footprint and the cost of power consumption to our clients through intelligent and appropriate storage allocation.

Next steps

10 years from now, we may find that all back-up and restore requirements for local and remote branch offices and agencies have been resolved through cloud and virtualization. The Enhanced Alliance has anticipated this future with Canopy, a one-stop-shop offering cloud services that bring the benefit of cloud delivery to large public and multinational private sector organizations.

If your immediate requirement is to support local servers, then we are ready to help. If you have small teams building business for you in remote locations, they need to be confident that their work is safeguarded and their data secure.

Wherever you operate around the world, we can ensure you deliver secure Remote Back-up and Restore with maximum agility and at right cost.