

Online Backup

Key features

Key features of the Arcplace Online Backup Service:

- Agentless architecture
- Continuous Data Protection
- Backup Lifecycle Management
- Local Backup to Disks
- Disaster Recovery copies stored in highly secure data centres
- Hot backups of databases
- Hot backups of email systems
- Bare Metal Restore
- Remote Site Backup
- Storage-efficient thanks to data de-duplication
- Strong encryption (during transport and at rest)
- Virtual Server Backup
- Central administration

Backup Challenges

In most companies, the challenges of protecting data are growing as a result of the following factors:

- Increasing volumes of data
- Capacity of existing storage technologies is inadequate
- Backup windows are too short to back up data to tapes
- Long data restore times
- Time-consuming tape management

Companies are being confronted with the task of having to introduce methods to backup on a daily basis rapidly growing volumes of data within an acceptable time period. For disaster recovery purposes, it is essential that data copies are stored in a secure location. Furthermore, it is recommended to replace slow offline media like tapes, so that backup copies can be accessed simply and rapidly at any time.

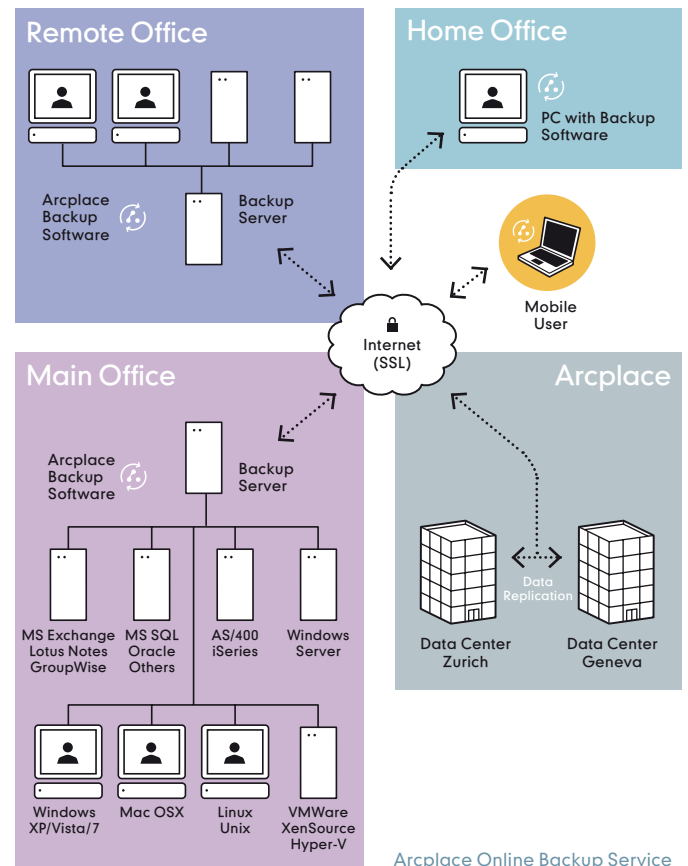
Architecture

Online Backup is a professional, cost-efficient and innovative service. The Online Backup software is installed on the customer's system at each site. If desired, an appliance designed for this purpose can also be used. The Online Backup software stores the data to be backed up locally before replicating it via an encrypted connection in highly secure data centres.

The Online Backup Service was developed with the following aims:

- to significantly reduce backup and restore times
- to replace offline storage media such as tapes
- to make backups available online at all times
- to keep a copy of the backups externally for disaster recovery

In order to maximise availability and quality, the Arcplace Operations Team monitors and manages



the Online Backup infrastructure. The Arcplace Reporting Center provides customers with reports and visuals on the status of the service at all times.

Functionality

Agentless Architecture – The backup technology used does not require software to be installed on the systems being backed up. A backup software installation per site is sufficient to back up all systems within the site. This considerably reduces the cost and effort of implementation and operation, as no individual backup agents or plug-ins have to be installed on each system, nor do these have to be maintained.

Backup Lifecycle Management – Depending on need, several generations of backups can be stored online (locally and in data centres). Also, based on defined criteria, backups can be stored for longer periods of time on cost-efficient long-term storage in the data centres.

Local Backup to Discs – Backups are stored on local discs and are replicated into data centres. Local availability of the backups ensures short restore times and allows data retrieval even in the event of a connectivity outage.

Continuous Data Protection – Critical file and email server data can be backed up continuously through Continuous

Data Protection. This means that several data recovery points are possible per day. The risk of losing data due to changes between the regular backup windows is therefore minimised.

Disaster recovery copies stored in highly secure data centres – Copies of all backed up data are stored redundantly in two highly secure data centres in Zurich and Geneva.

Highly scalable – The Arcplace Online Backup Service enables servers, desktops and laptops to be backed up. A wide range of operating systems and databases are supported. The solution is suitable for data volumes of 10GB to 100TB. Thanks to the online availability and parallel processing of several tasks, data can be backed up and restored rapidly.

Hot backups of databases – To meet the requirements of 24x7 operations, databases can be backed up on the fly, this prevents interruptions arising as a result of the backup process.

Hot backups of email systems – Along with the hot backup functionality for email systems like Exchange, Groupwise and Lotus Notes, the Arcplace Online Backup Service also supports the backup and recovery of individual emails, calendar entries or contacts.

Bare Metal Restore – The Bare Metal Restore functionality enables the recovery of complete systems to various, manufacturer-independent hardware. This reduces the recovery time to a minimum in the event of complete hardware failure.

Cost-efficient thanks to unlimited seat license – Regardless of the number of systems to be protected and backup software installations, you only pay for the volume of data backed up. This enables transparent and simple budgeting and spares the need for investments in software.

Remote Site Backup – The combination of functions like agentless technology, data de-duplication, compression, central administration and online storage enables systems in remote locations to be backed up in a simple and controlled manner. The Arcplace Online Backup Service enables the integration of all systems into a central backup strategy.

Storage-efficient thanks to data de-duplication – Thanks to data de-duplication, only changes are backed up after the initial full backup. The combination of data de-duplication and efficient compression algorithms drastically reduces the volumes of data to be backed up and transmitted on a daily basis.

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Central administration – The customer can centrally manage and monitor all backup and restore tasks using an intuitive and powerful user interface.

Strong encryption – Advanced security and authentication technology ensure that your data is always encrypted (during transport and at rest). You are the only one with access to the encryption key of your data, which means that the backed up data (locally and in datacentres) cannot be read by anybody else than yourself.

Virtual Server Backup – Various methods are supported for backing up virtual server environments. The Online Backup Service can back up at the ESX Level without installing software agents. The Service can also backup block level changes of the VMDK files rather than the entire VM.

Supported systems

Operating systems:

Windows 2000 / XP / Vista / 7 / 2003 / 2008, Linux, Unix, Mac OS X, HP-UX, NetWare 6.0 / 6.5, System i / iSeries 5, VMWare, XenSource, Hyper-V

Applications:

Exchange 2000 / 2003 / 2007 / 2010, Lotus Notes / Domino, GroupWise, MS SharePoint 2007, MS SQL 2000 / 2005 / 2008, Oracle, DB2, MySQL, PostgreSQL, SAP

Advantages

- No investments in hardware or software
- Enables business continuity for your data
- Single solution for all systems (servers, desktops and laptops)
- Fast data restores thanks to backups on local disks
- Backup tapes are no longer needed
- Agentless technology greatly simplifies backups and restores
- Disaster recovery copies are stored in highly secure Swiss data centres
- Backups are available online
- Applicable for data volumes of 10GB to 100TB
- Suitable for companies with one or several sites
- Professional support via email, telephone, remotely or on-site

Before: Backup with tapes



After: Arcplace Online Backup

