



DRaaS

Peace of mind security with
ITConsult

DRaaS Disaster REcovery as a Service

Key Insights

ITConsult has two offerings for DRaaS making it easy for customers to order the solution that best fits their needs.

Gain a host of benefits:

- Enhance availability and uptime
- Lower TCO and facilitate operational efficiency across DR
- Shorten recovery points and objectives

Gartner reports that two out of five businesses that experience a disaster go out of business. Don't let it be your business.

Challenges of DR.

Many organisations today do not have adequate disaster recovery (DR) protection for their applications. In most cases, disaster recovery is perceived as too expensive, complex and unreliable for any but the most mission-critical applications.

Unfortunately for most businesses it's impossible to completely protect your network and data from incidents such as hardware failures, natural disasters, human misconduct, user error, and accidents.

That makes it critical to have an effective plan for restoring your operations. Yet for every company that has implemented disaster recovery and business continuity plans, two others have thought about it but haven't done it.

Not only is their data at risk, so is their business. An organisation which wants to protect their IT-

infrastructure has two options:

- Build and operate their own failover site;
- Outsource the failover site to a service provider

Whilst DR is very expensive; think about having to buy and maintain additional server hardware, storage, networking and software licenses. And having to rent or buy additional data centre space, cooling and power while providing the manpower to operate it.

There is an alternative however with cloud DR promising a cost reduction of 40-60% compared to on-premises DR with a choice of host-based replication or storage-based replication.

Why DRaaS Could be the Right Choice .

Increasingly businesses are having greater dependence on systems

Obtain greater understanding and ultimately a better performing storage environment. Detect risks and spot opportunities early to take advantage. A perfect solution for those that believe *a stitch in time saves nine.*

availability, the recovery of your core servers, applications and network are fundamental in the event of a disaster today more than ever in the 24x7 business cycle of today.

DRaaS offers a wide variety of businesses a reliable, cost effective method of creating best practice disaster recovery policies in a drastically simplified way. Through out of house DRaaS, DR is managed by industry experts ensuring your business is maintaining up to date virtual machines ready on the latest hardware should an unplanned outage occur, providing businesses with faster recovery times for less than an inferior in house solution.

What to Look for in a DRaaS Provider.

When reviewing your options for disaster recovery services, the quality of potential providers is vital. We encourage potential DRaaS users to ask questions around a providers focus and expertise, responsiveness, affordability and facilities. These are all key areas when examining DRaaS providers.

When investigating DRaaS providers be sure to...

Question their focus: What is their core business? If it is the sale of hardware or software, or the supply of Internet or communications services, systems availability may be a secondary consideration – an 'add-on' to other services or products.

At ITConsult our core business is the design, implementation and protection of IT environments. DR is critical to the mix, as a core component of what we do, it isn't a simple afterthought. We look at DR from day one throughout all projects we undertake to ensure a solution is best-practice every time.

Question their responsiveness: When a disaster occurs, time is of the essence. How long will you have to wait before you become eligible to make use of your disaster recovery service provider's facilities? Then, once they accept a 'declared disaster', how long will it take to have your systems functional?

Through ITConsult's prioritisation of DR and recoverability our DRaaS clients can take advantage of our facilities in a matter of moments through our dedicated DR professionals on hand to assist when the time comes. When you say there is a disaster occurring our services are made available as soon as possible; this rapid eligibility means your business is back online in the shortest possible time frame – typically in or under 1 hour.

Is it affordable; is the variable cost with DRaaS manageable? Will you be faced with additional cost if you declare a disaster, or do they include a period of free use of their facilities? And are the days you require for regular testing of your disaster recovery plan included in your monthly subscription?

We believe in transparency throughout all our dealings. We endeavour to display costs up front and explain in clear and concise terms future expense so that your business has no hidden surprises and the process of budgeting your new DR solution is as easy and accurate as possible.

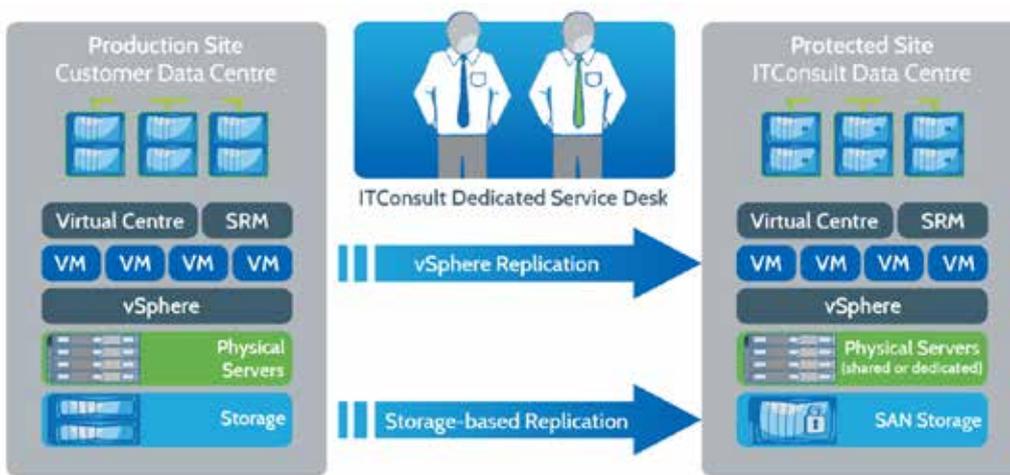
Do their facilities meet your needs: If your key applications rely on systems from a range of vendors can they support the multiple platforms you need? What hardware is your data stored on and is it up to scratch?

Our DRaaS offering is built around the latest technologies from industry leaders like NetApp, Cisco, Citrix, Dell and VMware. Utilising these technologies across servers, storage and networking ensures performance and reliability.

That means we can support all your physical and virtual environments. Plus with our NetApp storage those customers using NetApp in production will be able to take advantage of the NetApp snapshotting and storage efficiencies.

Benefits of DRaaS.

Even if you already have a disaster recovery plan in place, chances are that recovery will take 24 to 48 hours. ITConsult can have you back in business almost instantly. This comprehensive service provides more than just backup. It provides



fully managed recovery of your servers, virtual machines, and storage. DRaaS allows organisations to realise both business and technical benefits including:

- Pay-as-you-Grow model with monthly or quarterly Per VM/Per TB/Per Month billing options
- Increase capacity in 1TB Increments
- Customizable RPO/RTO to meet application requirements
- Option to receive recovery data on a production-ready storage system
- Easily and inexpensively add Continuity Services to support in house IT production environments
- Services fully monitored, managed, and logged via ITConsult's Network Operations Center
- All infrastructure (including all operational systems) housed at our secure, Australian based N+1 data centre

ITConsult & DRaaS.

ITConsult offers businesses wanting to keep their production servers, storage and applications in-house the added protection and peace

of mind of offsite backup and disaster recovery through our secure infrastructure.

Our disaster recovery service enables business to:

- Enhance their availability and uptime with rapid backup to our secure offsite facilities
- Shorten Recovery Time Objective (RTO), for business critical applications and data
- Lower Total Cost of Ownership (TCO), saving staff time by automating backups and replication
- Access managed recovery services to reduce the risk and support compliance

We look to simplify the process and speed recovery time of disaster recovery through our DRaaS by including backup automation, testing and fully-managed server recovery, performed by our technical staff.

Host-Based Replication.

Benefits of host-based (vSphere) replication:

- No requirement for enterprise array based replication at both sites
- Replication between heterogeneous storage, whatever that storage vendor or protocol might be at each site (so long as it's supported on the HCL)
- Per VM replication provides a significant advantage in virtual replication over per datastore replication options offered by some providers
- It's also price sensitive being included in the cost of SRM licensing. No extra VMware or array based replication licenses are needed

Storage-Based Replication.

Storage based replication for NetApp customers delivers all the benefits of host-based replication plus additional efficiencies through NetApp backup technology suite including:

- 70% reduction in network bandwidth utilization with built-in network compression
- 90% storage efficiency extended through integration with deduplication in virtual environments

Standard DRaaS Package.

Individual Virtual Machine Servers

- Isolated, secure multi-tenant environment for VMs
- Fully managed (no customer access to the SRM console)
- Support for vSphere Replication only

Premium DRaaS Package.

Customer-Dedicated vSphere Cluster

- Dedicated physical server resources
- Fully managed (limited Customer access to the SRM console)
- Support NetApp SAN Replication or vSphere Replication

Key DRaaS Features.

Offered 100% as a flexible, powerful, enterprise-ready managed service, DRaaS for VMware has significant benefits. It:

- Is located in Global Switch, Sydney. Operated to an enhanced Tier III standard the data centre has diverse 33 kV feeds feeding a backup power system consisting of 22 diesel rotary UPS systems. Final distribution to customer suites is in a 2(N+1) configuration. The N+1 telecommunication rooms

- located at each end of the data centre are populated by most of the major domestic and international Carriers providing customers with unrivalled access to connectivity
- Supports any application running on VMware
- Is easy to purchase and deploy
- Includes bi-annual DR testing
- Provides ability to scale
- Guaranteed up-time with industry leading, customizable SLAs
- Support provided by ITConsult's Service Desk staffed with certified support experts
- Is offered at simple, affordable monthly pricing
- Comes with a rich set of optional ITConsult Managed Services

Getting started with ITConsult.

To learn more about how ITConsult can help deliver more from less through our consulting services contact the organisation through any of the following:

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t: +61 2 9270 0666

web: www.itconsult.com.au

*Professional services are out of scope for NetApp Storage Health Checks and may incur additional expense

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