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METROPOLITAN
NETWORK
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Managed Backup Service

Secure business data through automated backup and restore

inTechnology



Why the Managed Backup Service?

The operational and financial implications of losing data could be catastrophic to your organisation. Yet many companies still trust the backup of data to a fragmented and often ineffective policy of distributed tape devices and manual routines.

The Managed Backup Service, InTechnology's automated backup and restore service, offers unparalleled data backup and instant online restoration, completely eliminating the severe limitations of traditional tape-based backup.

The Managed Backup Service, currently in its 3rd generation, offers one single backup solution for all central and remote site requirements. Its tight integration with InTechnology's Managed Archiving Service allows for automated and policies multi-tier data management.

The Managed Backup Service is the industry-leading service utilised by more than 30% of the top 100 UK law firms, central government departments, FTSE250 companies and a large variety of Higher & Further Education Institutions.

Centralised, seamless backup across all locations

This Managed Service is particularly effective for organisations with multiple or remote site locations, where it has been difficult to implement consistent and co-ordinated backup procedures.

Centralised and automated backup scheduling.

Encrypted data sent securely and immediately off-site.

Data held on dedicated disk for rapid restoration, with an optional second copy.

Saves time and money and improves the backup process with a dramatic increase in data restore performance.

The Managed Backup Service removes the inefficiencies, risk and high cost of traditional tape and data replication processes by focusing on the importance of being able to restore data effectively when it is needed, to a place where it can be used and within a timescale that is acceptable to the business.

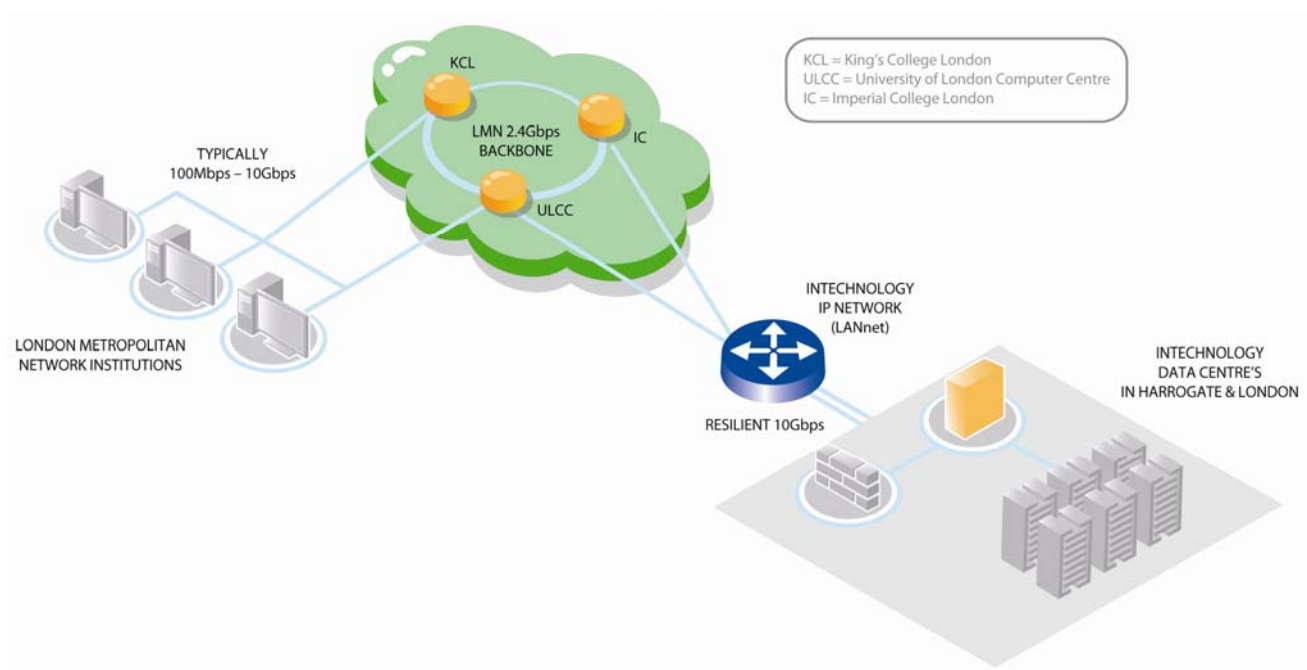
All services are delivered via via the LMN member institution's existing LMN connection which ensures your data is automatically copied to a remote data centre facility from where it is available for immediate restoration.



How the Managed Backup Service works

Speed and security are central to the Managed Backup Service

- 1 The user interface is installed to allow you to specify backup sets and create schedules, according to business requirements.
- 2 LMN and InTechnology facilitate the provision of bandwidth to the LMN member institution
- 3 The backup application is installed on an InTechnology provided backup server or your target servers.
- 4 Data is encrypted and compressed prior to off-site transfer for greater security and speed of backup.
- 5 Data is transferred off-site to a resilient, remote InTechnology Data Centre via the LMN/InTechnology network.
- 6 Data is held on dedicated and resilient disk storage for rapid online restore when required.



“Our data volumes were growing so rapidly that even if we could have backed it all up daily on a manual basis, we could not restore it within a practical timeframe,”

Russell Altendorff, Director, Information Systems Division, London Business School

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Tackling the issues that are holding your business back

Issues	Features	Benefits
Manual tape backup causes operational inefficiencies and ties up skilled IT resources.	Fully automated process allows the regular backup of data at scheduled intervals.	Frees up IT resources and delivers operational efficiencies and cost savings.
Backup window is ever increasing and often extends into the business day.	The Managed Backup Service only backs up and transfers new incremental data, which is typically less than 5% of all data.	Even over small LAN/WAN capacities, the backup is completed outside of normal business hours.
Restoring data from tape is a slow, unreliable and inefficient process.	Data stored on dedicated disk to allow rapid online restore of single files or larger data volumes.	Improved productivity and SLA for both system administrators and end users.
Backup and restore are cumbersome to support in geographically distributed operations.	The Managed Backup Service enables centralised management of all backup and restore operations for central and remote sites.	Effective data protection for remote sites whilst reducing capital and operational costs.
Business Continuity and Disaster Recovery (BC/DR) processes are currently not addressed.	SLA-backed BC/DR service (includes on-site DR restore) supported by experienced staff 24x7.	Reduced downtime for Business Continuity in addition to reduced recovery time in the case of a disaster.
The current backup solution is not scalable.	The Managed Backup Service is currently delivering managed backup services from 10 GB to 25 TB using the same technology and infrastructure.	Industrial-strength backup solution that scales with your business requirements.
Using tape technology causes unpredictable capital expenditure as data volumes grow.	The Managed Backup Service is charged on a per-usage basis, not capacity.	Pay-as-you-use model offers a storage-on-demand charging model enabling further cost savings.
Security and data integrity concerns.	Solution is government rated 'Restricted' with link and data encryption. Security audits clearance by the DTI and NHS Information Authority.	Reduced risk and additional compliance with audit and regulatory requirements.



Service Parameters	Description	Benefits
Management Layer	<ol style="list-style-type: none"> 1. Daily e-mail report 2. Dashboard overview of all backups 3. Facility to restart backups 	<ol style="list-style-type: none"> 1. Quick overview of backup success and storage stats 2. Easy management of backups 3. Fully managed service
OS Support	Novell NetWare and MS Windows, Sun Solaris, IBM AIX, HP-UX, Red Hat Linux, Mac.	Full server recovery without the use of third party tools/applications.
Application Support	MS SQL Server, MS Exchange Server, Oracle, VMWare and MS Sharepoint.	Rapid, risk-free recovery of applications using APIs provided by the software vendors.
Data Security	The Managed Backup Service authenticates all sending and receiving notes prior to any data transfer, and encrypts data during transmission.	Risk reduction by protecting data from intrusion.
Geographically Diverse Data Centre	LMN member institutions can choose from southern- or northern-based InTechnology Data Centres.	Risk reduction due to geographic factors.
24x7 Support	Around-the-clock telephone, data centre and on-site support with 50+ staff.	Reduction of business downtime risks.
Monitoring	Using HP OpenView to proactively monitor all service elements.	LMN member institutions typically informed by InTechnology of a critical fault, before their internal processes kick in.



InTechnology designs and supports the best IP solutions for business with a range of applications seamlessly integrating clients' communications needs through the delivery of secure voice, data and mobile solutions.

InTechnology employs 200 people and has data centres in Harrogate, London and Reading.

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