PROACT

# Disaster recovery

Services and solutions to help you prepare for when the unthinkable happens

# Benefits

- **Flexible** – We can protect your data, regardless of platform, technology or location
- **Affordable** – Our DR services allow you to recover without the need for an expensive 2nd site
- **Resilient** – Recover rapidly following the loss of your datacentre or a ransomware attack

# Our values

- **Integrity** means that you can depend on us, our solutions, our principles and our actions. We navigate by our own compass based on honesty, trust and transparency
- **Commitment** is the foundation of all our relationships. We formulate clear goals and keep them in focus, always keeping our customer's needs in mind
- **Excellence** is what we contribute and what we build with. Excellence is our essence and with decades of experience under our belt, we have the wisdom to apply it well

# Why choose Proact as your DR partner?

We've been delivering data protection and disaster recovery services for over last 25 years and have a wealth of experience in protecting business data.

Regardless of your DR requirements, the approaches you'll read about in this brochure will help you get the protection your organisation needs, no matter where your data is located.

**Protecting business data is complex**

Disaster recovery is a critical requirement for all organisations, but one that presents huge challenges. Many find providing a second site, or DR resources in a pre-existing one, costly. Bandwidth can also be an issue, limiting the recovery point and therefore losing data in the event of a failover. Testing can be a challenge, too. If run during the day, it can affect your live systems. If run at the weekend, your staff need to work out-of-hours. Successfully managing all of this with a budget is a challenge for any boardroom.

**Don't forget:** We can also help with backup challenges, such as shrinking backup windows, protecting your data across platforms, complying with GDPR and managing backup of SaaS & cloud data. See our 'Backup ' brochure for help protecting your business data in this changing world.

# How we can help you

**Analysis, strategy and design**
Every organisation is unique, so we provide a consultative approach to disaster recovery. We take the time to understand your data, your systems and your business needs. In this way, we can provide your business with the protection that's right for you – within budget and within your technical constraints.

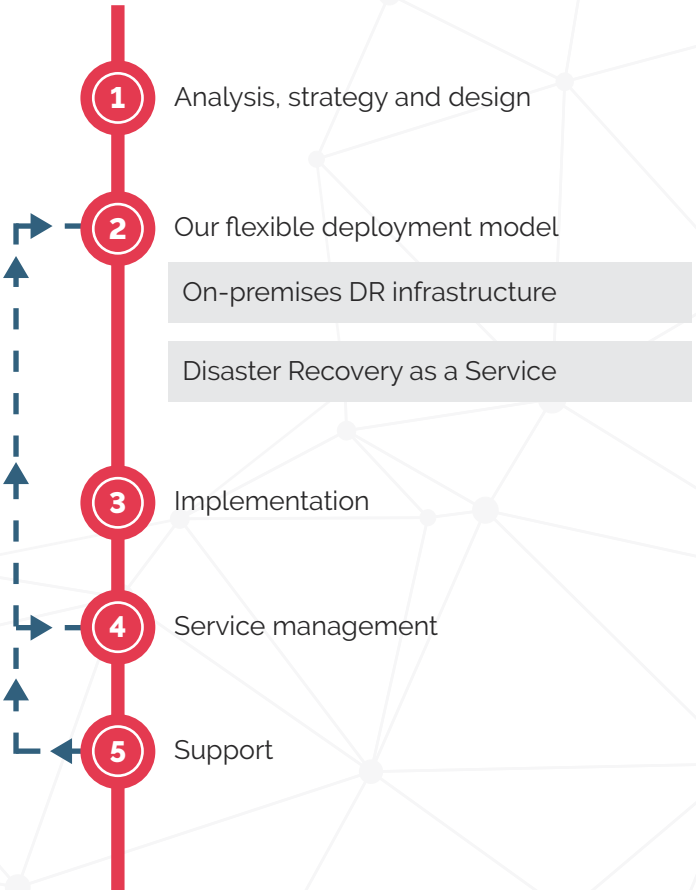
**Flexible DR options**
We can deliver disaster recovery for your business data and services regardless of what technology you use. We protect your data regardless of its current platform and provide managed data replication. It doesn't matter whether your systems and data are virtualised, running on physical servers, or even running on storage arrays. Either way, you can rest assured we provide a flexible product or service that will meet your needs.

**Implementation and service transition**
Proact has a well-established process for implementation and managed service transition – and we've honed it over years of delivering services to our customers. This, in combination with our extensive knowledge of the relevant technology, creates a product and service delivery model we can tailor to meet your business needs.

**Service Management**
We offer a fully-managed Disaster Recovery as a Service option that sees us support, monitor and manage mission-critical DR services for customers across the world. We test all DR services regulary to validate the failover process and fine tune new services and products in line with changes in your environment. This testing is crucial to ensure that, should DR be invoked, everything works as it should.

We provide simple, clear and realistic service level agreements, along with fair contracts and a single point of contact. In the event of a disaster, you'll be able to contact our 24/7 support team who will implement our tried-and-tested recovery plans and bring your systems back online.

## Your partner at every stage



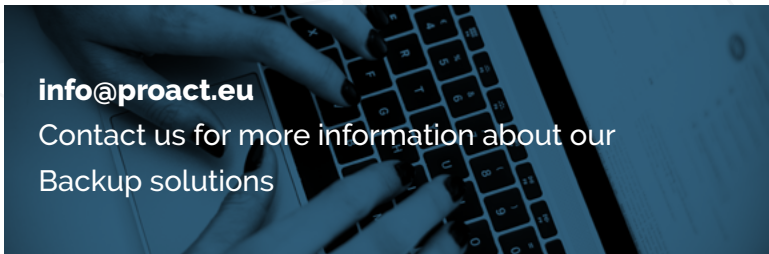
# Our disaster recovery solutions

## On-premises DR infrastructure

Working with market-leading vendors, such as NetApp, Zerto, Veeam and Dell Technologies, we've been designing, sizing and installing internal DR solutions for over 25 years. As we're independent, we're able to help you choose from a wide variety of solutions, before fine tuning to deliver the highest level of resilience and the RPO and RTO that your business demands.

The DR marketplace is changing fast and we can guide you through the maze of technology advances including source and target-side replication, data encryption, and cloud and cross-platform protection.

Disaster Recovery has never been a one-size-fits-all product - and we can help you design the solution that best meets your business needs and budget.



**info@proact.eu**
Contact us for more information about our Backup solutions

# Disaster Recovery as a Service (DRaaS)

We offer a fully-managed, SLA-backed service that allows you to recover your business systems automatically within a dedicated isolated recovery network at Proact, following a disaster. There's no infrastructure to invest in. You simply pay monthly via subscription, making it OpEx, not CapEx. It's flexible, meaning you can choose what to protect, helping you to save on storage and bandwidth.

**Virtual machines recovery (VMR)**
For virtual machines, we offer RPOs tailored to meet your organisation's needs. In both instances, warm standby VMs are waiting in our 'Isolated recovery network' for immediate power on.

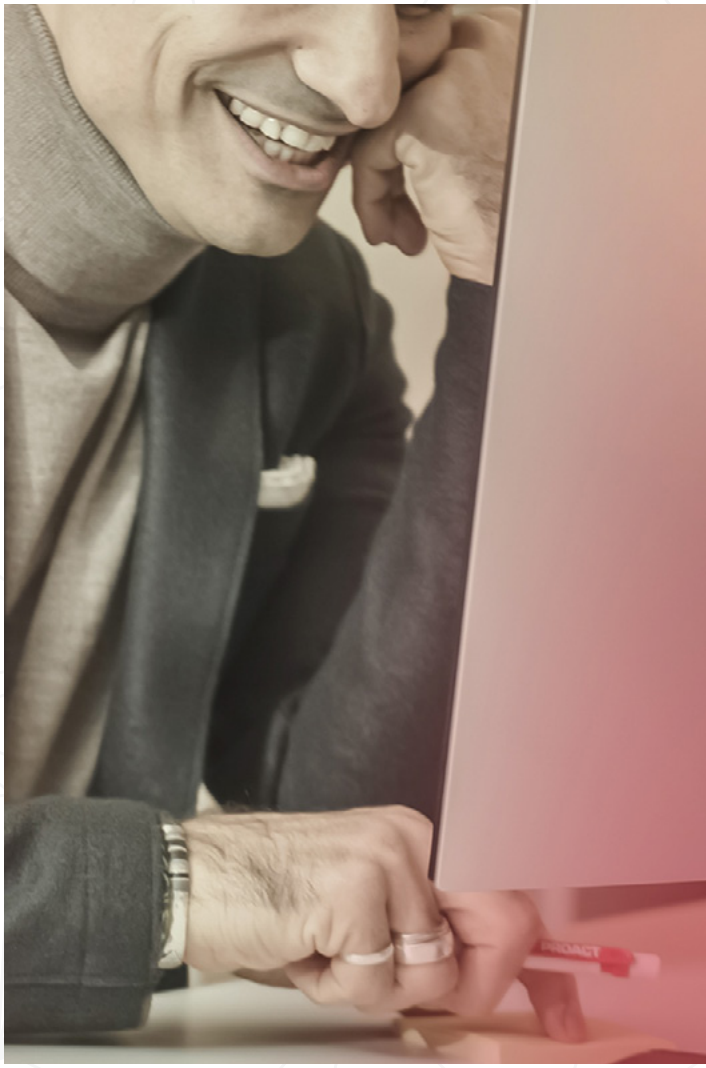
VMR-CDP
With continuous data protection (CDP), we provide a recovery point objective (RPO) of just seconds, ensuring near-zero data loss for your key business applications, systems and services. CDP also journals all changes to a given VM over a 3-day period, allowing you to roll your VMs back to any point in time and pick your preferred recovery point.

We also use CDP to protect VM instances running within AWS and Azure public cloud environments.

VMR-SNAP
SNAP is ideal for less critical virtual machines within your environment. Rather than perform continuous replication, we replicate snapshots of the VM once a day and hold for three days, to ensure you have multiple recovery points to use.The VMs are application-consistent and can be replicated outside of business hours to reduce the bandwidth footprint.

## Types of environment we can protect

- Hypervisor virtual machines
- Physical server hardware
- NAS and SAN storage replication
- Public cloud virtual machines



**Physical machine recovery (PMR)**
Physical machines still represent some of the most critical systems within any organisation. Our DRaaS provides replication for these systems, allowing you to bring your physical servers into your DR plan.

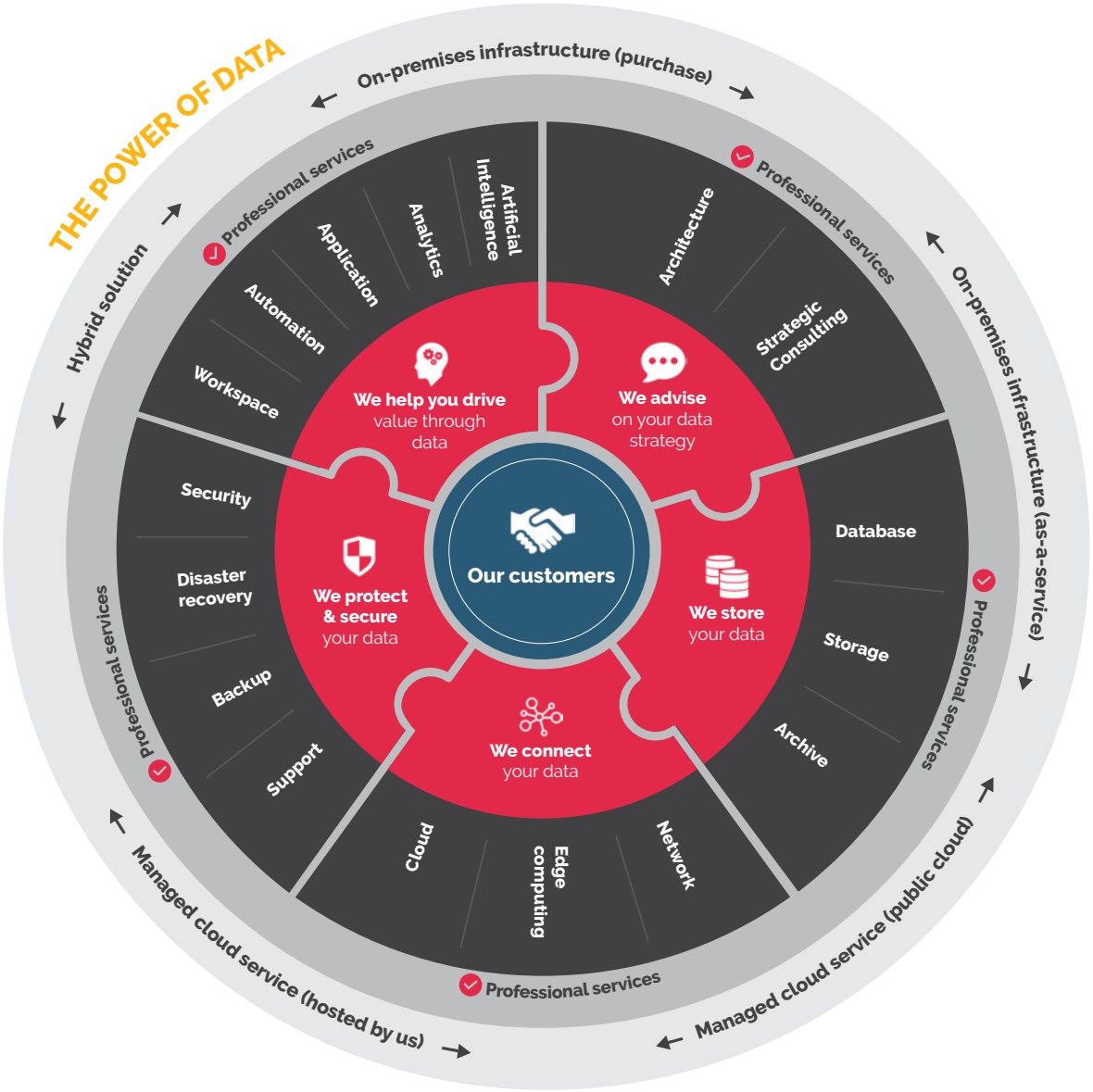
**Storage volume replication (SVR)**
Here, we copy your site's NetApp FAS storage volumes to the DR environment. This ensures CIFS shares, NFS Exports and array-based LUNs are replicated to our data centre and available during DR failover.

**IaaS and hosting**
Our DRaaS with can seamlessly integrated with our other services, such as IaaS and those related to hosting. This gives your business the flexibility to cluster into Proact, using Oracle RAC, SQL AlwaysOn, Exchange DAG, as well as host dedicate equipment, such as a clustered firewall node, to provide seamless network failover into our DRaaS environment.

**We can also help with your backups**
Backup is just as important an area of data protection as disaster recovery. Yet it's an area that's becoming more and more challenging for our customers to handle themselves, for a variety of reasons.

That's why we offer a range of backup services, from creating dedicated backup environment for you, to managing the backup solution you already have, to delivering a fully-managed Backup a a Service for a wide range of technologies. See our 'Backup' brochure for more details.

# What else can we help you with?




## What do our customers say?

Read our **Success Stories** on our website here: https://www.proact.eu/en/success-stories/

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