

# GRIDMANAGE BACKUP

Keeping the promise of data protection with a 100-percent restore guarantee.

Data. It's the only thing in your data center that doesn't have an explicit price tag, and it's the hardest thing to replace. So why do many organizations let cost, skill, and priority limitations keep them from protecting this valuable asset?

Because they haven't trusted Incentra with the management of their infrastructure. Incentra combines outsourcing, technology, and consulting services to create a customized solution that helps you keep the promise of data protection – with a 100-percent restore guarantee.

Managing more than four million backup jobs a year has taught us a great deal about data protection. This unmatched scale and extensive experience lets us cost-effectively deliver service and handle any issues that may arise with protecting your data.

Whether we're managing your entire data protection infrastructure or just a portion, we take care of all the details – from managing the process to ensuring your data is restorable when needed. Removing and replacing tapes is your only task – and even then, we provide you with specific directions.

## Readying your organization for Incentra management

Our process begins with an assessment of your environment. We take a look at your business from a high level, and validate that your data protection goals line up with your business requirements. Then we make sure your configuration – from media servers to connectivity to target hardware – can support your needs. Often, areas for improvement exist and we'll let you know if we find some.

Our experienced professionals then design new infrastructure, make specific modifications, or perform upgrades to help you meet your current and future needs. And we can implement these changes for you – providing interim management while this work is completed.

We then get you started by creating backup and offsite schedules for all of your hosts, loading these schedules into the backup software, and configuring them into our monitoring system.



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## Realize the full impact of your IT investments

Through our unique combination of consulting, technology, and outsourcing services, we help you maximize every dollar invested in your IT. Whether you use us selectively or comprehensively, we will leverage the full breadth of our experience to help you meet your specific business needs – efficiently and cost-effectively.

**Consulting** – Our consulting services help you understand your business needs, provide visibility into your infrastructure, and give you specific recommendations and action plans to achieve your goals.

**Technology** – As a single source for your data center technology needs – from servers and storage to networks and security – we provide a better technology experience. From more than 100 leading brands, we'll help you select, install, and support your data center technologies at competitive pricing.

**Outsourcing** – Our customized outsourcing services address your specific needs for performance, cost, and reliability. We manage server, network, storage, and security solutions 24x7 to ensure your IT investments are optimized. Reduce your cost and risk of IT infrastructure operations by leveraging our toolset, people, and processes for continuous improvement.

Our highly trained data protection engineers provide monitoring, management, and support 24x7 – giving you the peace of mind that only an industrial-strength commercial data protection infrastructure can provide.

- **Round-the-clock monitoring from our Network Operations Center (NOC)** – From resolving problems to replacing failed components, we work with manufacturers' service forces and directly with your staff to execute the appropriate action immediately.
- **Backup schedules that meet your needs** – We run all backup jobs based on your schedule, and accommodate requests for one-time or ongoing changes to the schedule.
- **On-demand restore** – When that critical moment comes and you need data restored, we'll make it happen – anytime, day or night.
- **Integrated vaulting** – We simplify the vaulting process, telling you when to remove tapes for offsite archiving and when to retrieve expired tapes based on your data retention policies.
- **Visibility and reporting** – With our GridWorks® Operations Support System (OSS), you can easily view the status of your data protection infrastructure, request changes, and view usage for internal charge backs. Plus, our reporting system shows you only the data you want to see – so you don't waste time reviewing unnecessary information.
- **Effective data protection** – Organizations often grapple with determining if their data protection functions can adequately support their restore point and restore time objectives. We make this process much easier with our Data Protection Assessment, which helps align your data protection infrastructure and policies with business needs.

- **Customized solutions** – IT environments must constantly change to meet ever-evolving business needs. From our experience managing storage for thousands of companies around the world, we have the knowledge necessary to create a storage, monitoring, and data protection solution that can address your needs today and tomorrow.
- **Best-in-class tools** – A unique combination of tools – our proprietary GridWorks OSS and GridKnowledge call management system – ensures you receive cost-effective monitoring, visibility into your infrastructure, and processes that map directly to your customer specifications.

## How can Incentra impact your IT?

- Receive peace of mind from a 100-percent restore guarantee
- Enjoy always-available backup and restore management
- Protect against natural and human disasters
- Access extensive data protection expertise across various platforms and operating systems
- Decrease costs and avoid wasted capacity by backing up only the data truly needed
- Improve your staff's efficiency and effectiveness by focusing them on tasks other than the backup process

To learn more, visit us online at [www.incentra.com](http://www.incentra.com).

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