

Backup-as-a-Service

HighVail offers a flexible and customized **Backup-as-a-Service** engagement model for **VERITAS NetBackup** that can include, but is not limited to, the following:

- We can design, architect, and deploy new data protection infrastructure and platforms
- We can maintain and manage your existing data protection infrastructure and platforms
- HighVail will take what you already have, integrate additional chosen elements and tools into a single overarching system and maintain or manage it for you
- We can provide a variety of custom services to meet your specific needs

HighVail Managed Services cover help desk and troubleshooting needs. With Support Services, we take care of everyday problems, complex troubleshooting, administration, maintenance and support. With a valid (vendor) enterprise support agreement, HighVail will triage, engage and handle support issues directly with the vendor on your behalf.

Objectives

The main objectives of this engagement are to deliver a remote **Backup Managed Service**, including but not limited to the following:

- Daily Monitoring Maintenance of the environment
- Management and Administration against Service Level Commitments
- Performing Changes, Restores & Ad-Hoc Requests
- Performance and Status Reporting with Proactive Analysis
- Tactical and Strategic Improvements to the Environments
- Break Fix Support, Remediation and Participation in root cause analysis for all major critical events
- Vendor Support Management & Escalation



Maintenance & Administration of the Environment

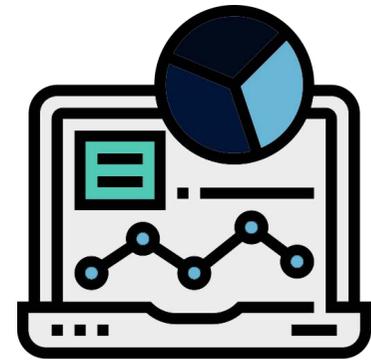
HighVail will provide the following on-going services:

- Maintenance of the NetBackup server application; patches, fixes & upgrades
- Ensure all related devices and processes meet application support and interoperability requirements
- Daily monitoring of Backup Jobs and the Environment Health
- Support all related data recovery services in the event of a disaster, data loss & testing
- Participate in audit and review activities as required
- Assistance in the restoration of tape drive functionality
- Administration and tracking of software licenses and vendor contracts to ensure compliance & coverage
- Assist in maintaining, improving and updating documentation as required

Quality Assurance & Reporting

HighVail will deliver and review the following reports:

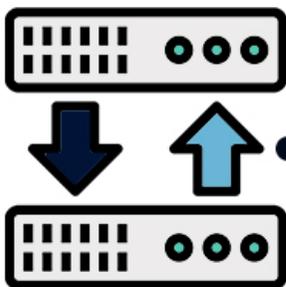
- Daily Backup Status Reports
- Weekly Available Media Reports
- Monthly Backup Coverage Reports & Risk Analysis
- Comprehensive Quarterly Reports, including: Monthly Activities, Total Data Protected, Performance, Support Incident Status, Trends, Licensing Observations and Recommendations for Improvement



Strategy, Insight & Consulting

To provide additional value, HighVail will also help to identify incremental opportunities to automation, and to drive operational efficiency leading to reduction in cost. We will suggest any alternative strategies for protecting and managing data in the data-center and in the cloud. Finally, HighVail can provide analysis and insights into data usage and data protection patterns.

The Benefits of Backup-as-a-Service



More **Control** over Data Restoration



Immediate Data Restoration



Freedom from routine backup & restore tasks



Reliable Data **Protection & Security**

Why HighVail?

Since 2003, we approach innovation as an ongoing, sustainable and strategic commitment that drives industry leadership through exceptional customer experiences. At HighVail, our relentless focus on enabling IT advancement and the cumulative benefits that progress delivers is what drives us. Enhanced organizational agility and accelerated time to value are two results that provide measurable returns on your investments. 100% customer satisfaction is our commitment to you.

For more information, please email info@highvail.com, or call **(416) 867-3000**.