Veritas Managed Backup Service

Safeguard Your Business-Critical Information

IT complexity increases as business transformation initiatives, cloud adoption and expansion of data driven applications converge. In response, data protection software must rapidly evolve to support, protect and enable these developing uses. Keeping pace can be challenging—as expectations rise and staffing and budgets are restricted.

Out-tasking data protection operations through Veritas Managed Services provides a cost-effective way to improve business resiliency, while freeing resources to pursue strategic initiatives.
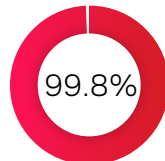
Deliver Dependable Data Protection

Reliable backup and prompt restoration are the foundation of business resiliency. The difficulty lies in maintaining near-perfect data protection performance, while delivering strategic programs, providing constituent service and navigating business and resource constraints.

Veritas Managed Backup Service provides reliable, remote monitoring and management of multivendor data protection environments. We manage your data protection infrastructure and applications—simplifying operations, reducing risk and maximize the value of your data protection investments.

Shaky Ground

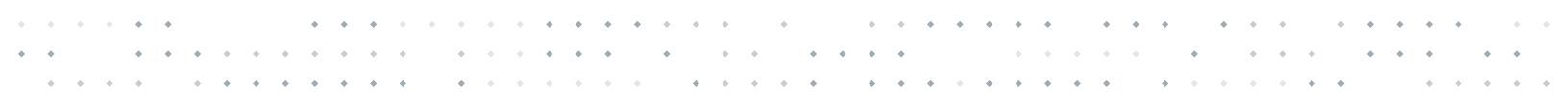Only 15.3% express complete confidence in their backup system's ability to recover data following an incident[1].

99.8%

Success Rate

99.8% Veritas Managed Service Backup[2].

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Vendor Support

Data Protection.

- **Simplify operations** – Our experts deliver reliable data protection service while consolidating and streamlining management of multivendor data protection environments

- **Reduce business risk** – Demonstrate active resiliency preparation and audit artifacts with dependable 24/7 monitoring, management and reporting with 98% backup success and rapid restoration SLAs

- **Manage costs** – Leverage our scale and predictable capacity based pricing

- **Continuous improvement** – Ongoing performance optimization, software patches and updates, health checks, expert planning and guidance

- **The Veritas advantage** – Our managed service experts work closely with support, engineering and product teams to speed issue resolution and enhance performance and reduce costs by applying new features and optimization techniques

Veritas Managed Backup Service Summary

Veritas manages data protection environments for clients around the world. Our data protection specialists utilize a dedicated operations center, specialized monitoring and management tools and proven methods to deliver consistent backup and recovery success. The service includes:

- Consolidated backup and recovery monitoring and management for Veritas NetBackup, EMC NetWorker, Commvault and Veeam

- 24/7 monitoring and incident management, including root cause analysis and 3rd party call-out

- Guaranteed SLAs—98% backup success rate, incident response, restore response

- Access to data protection specialists

- Proactive planning and ongoing information assessments and infrastructure optimization

- Predictable, capacity based pricing

- Ransomware Assessments are now included with the overall annual environmental assessment

- Assistance with recovery in the event of a ransomware crisis, with VCS certified resources available 24/7

100%

A large multi-location gaming company had a 79% backup success rate and was experiencing frequent hardware and network problems. Veritas Managed Service Management Center established control while our NetBackup™ specialist performed an assessment and lead remediation activities.

The bottom line: The customer is saving $10,000/week, backups are running at 99% and restore success rate is 100%.

Find Out More

To learn more about this offering or other Veritas services, visit veritas.com/services or contact your Veritas Representative or Veritas Authorized Reseller.

About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

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