



# NIMBUS RECOVER SERVICES





## BUSINESS BENEFITS

- **FLEXIBILITY**

Scale your back-up and storage requirements quickly and easily to reflect changing demand.

- **COST EFFICIENCY**

Hardware and services available on a monthly subscription basis; eliminating the need for capital investment.

Only pay for what you use. Your Back-Up and DR solutions will always be right-sized, never under or over-capacity.

Eliminating on-premise hardware means no power, cooling or maintenance costs.

- **SECURITY**

Your data is stored in a secure, Tier 3+, UK data centre. End-to-end security includes low-latency encryption of data both at rest and in motion, providing compliant data protection.

- **RESILIENCE**

All the resilience of geographically remote data centres with automatic failover and redundancy; ensuring your data is always available.

- **PERFORMANCE**

Best-in-class hardware and software components deliver rapid back-up and recovery times, in accordance with industry-leading SLAs.

- **SIMPLICITY**

Easy to set-up and manage; cloud services from ONI eliminate the need for on-site maintenance and feature intuitive, web-based control panels for anywhere, anytime management.



# ADDRESSING THE BIG DATA CHALLENGE

As the volume of business-critical data for both operations and analysis continues to rise, so does the complexity of management. Data is one of the most valuable assets any organisation possesses as it underlies the intelligence used for business decision making.

Big data, mobility, compliance, collaboration and BYOD all have wide-ranging implications for the way organisations use data. Consequently, the efficient, secure and compliant storage and distribution of data is an important function within the organisation.

Back-up and disaster recovery processes are core components of business continuity. As the volume of data increases, traditional back-up procedures come under increasing pressure as they simply weren't designed to cope with the exponential growth of business data. Tasks become labour-intensive and the back-up process takes up more time and more computing resources.

Should the worst happen, it is essential that systems and data are recovered quickly and accurately to ensure minimum disruption. On-premise solutions do not offer the additional resilience of a geographically remote location, can take up valuable office space and require both capital and operational outlay to purchase and maintain the equipment.

The effective delivery of back-up and disaster recovery services from the Cloud provides secure, resilient and available access to business critical data 24/7. At the same time, outsourcing the burden of hardware investment and allocating IT resources for routine back-up processes frees in-house IT resource to concentrate on strategic projects.



# NIMBUS RECOVER SERVICES FROM ONI

Nimbus Recover from ONI provides a level of service that goes far beyond a basic file and folder back-up and recovery. Our industry-leading Cloud services are delivered from our Tier 3+ data centres and provide rapid, secure, reliable access to your essential business data; where and when you need it.

Our intelligent solutions ensure efficient use of network and storage resources to deliver short back-up and recovery times, without compromising the integrity or security of your data. Consolidation of data from multiple, remote and mobile sources into a central, master data file helps minimise your storage requirements.

Data protection is a top priority and comes in the form of both physical and virtual security in the ONI data centre. Access is limited to authorised users and your data is encrypted both at rest and while in motion across the network during back-up and recovery.

Knowing that your data is being backed up is one thing. Knowing that the integrity of the data is intact and that you can recover and restore it quickly is another thing all together. All data is replicated, stored and managed independently in two separate databases to ensure resilience. ONI back-up and recovery solutions also include frequent, automated data checks to ensure the ongoing integrity and availability of your data.

## ONI DATA CENTRE

Delivering Cloud Back-Up and Disaster Recovery services from our UK based data centres ensures we always have additional capacity to cope with your growing demand for data. Our Tier 3+ facilities feature state-of-the art security and are accredited to ISO9001 and ISO27001 standards.

Resilience is assured with geographically remote facilities in Bedfordshire and Hertfordshire. Our facilities are connected by multiple fibre routes to ensure no single point of failure and deliver rapid recovery and back-up times.

## BACKUP-AS-A-SERVICE

Nimbus Data Recover, our BaaS solution, enables clients to securely back-up a wide range of applications, operating systems, hypervisors and critical data sets to the Cloud. Back-ups are stored within the ONI data centre with flexible retention options, ranging from daily to monthly.

Optionally, clients may wish to provide an on-site local cache server. The benefits of provisioning an on-site local cache server include enhanced speeds of data recovery and removal of the need to provide a local server to host the DS client.

Data Recovery is managed remotely, via a dedicated web-based control panel, providing instant access to systems management, monitoring and reporting tools..

## STORAGE OPTIONS

We offer a range of commitment levels:

Commitment Level
No Commitment
100GB
250GB
500GB
1.0TB
2.5TB
5.0TB

## **DATA RECOVER IN-LIFE SERVICE ELEMENTS**

### **TECHNICAL SUPPORT**

All Data Recover clients benefit from front-line operational support, delivered by the ONI TAC. Our dedicated team of service and support professionals are responsible for:

- Incident management
- Configuration advice
- 3rd party escalation management
- Job monitoring

### **JOB MONITORING**

Where clients purchase a fully managed Data Recover service ONI will be responsible for all job management.

Where a fully managed service is not procured, ONI will be responsible for monitoring only and advising job failure to nominated client resource.

### **MACD**

Where clients opt for a fully-managed service, we include a range of in-life Moves Adds Changes and Deletions (MACD). These MACDs are standard changes which are not subject to change control.

### **SERVICE REPORTING**

In support of Data Recover, ONI provide a monthly service report that details performance against the KPIs laid out in our service level agreement.

Standard reports feature web-portal availability and local cache server delivery statistics on a monthly basis. More detailed intelligence can be provided as a part of a standard professional service agreement.



# DISASTER RECOVERY-AS-A-SERVICE

The ONI DRaaS solution offers site based disaster recovery of virtual servers in the event of a man-made or natural failure. Our Site Recover service replicates all disc writes committed by servers to a secondary, hot standby virtual infrastructure, provisioned within our Tier 3+ Data Centre.

In the event of a failure, standby servers will be made available to clients within 2 hours of notification, ensuring continuity of services. This Recovery Time Objective (RTO) is a core component of our standard SLA.

We offer a range of commitment options:

Virtual Server Commitment	Storage Capacity Commitment
No Commitment	No Commitment
25 Servers	1.0 TB
50 Servers	2.0 TB
100 Servers	5.0 TB
250 Servers	10 TB

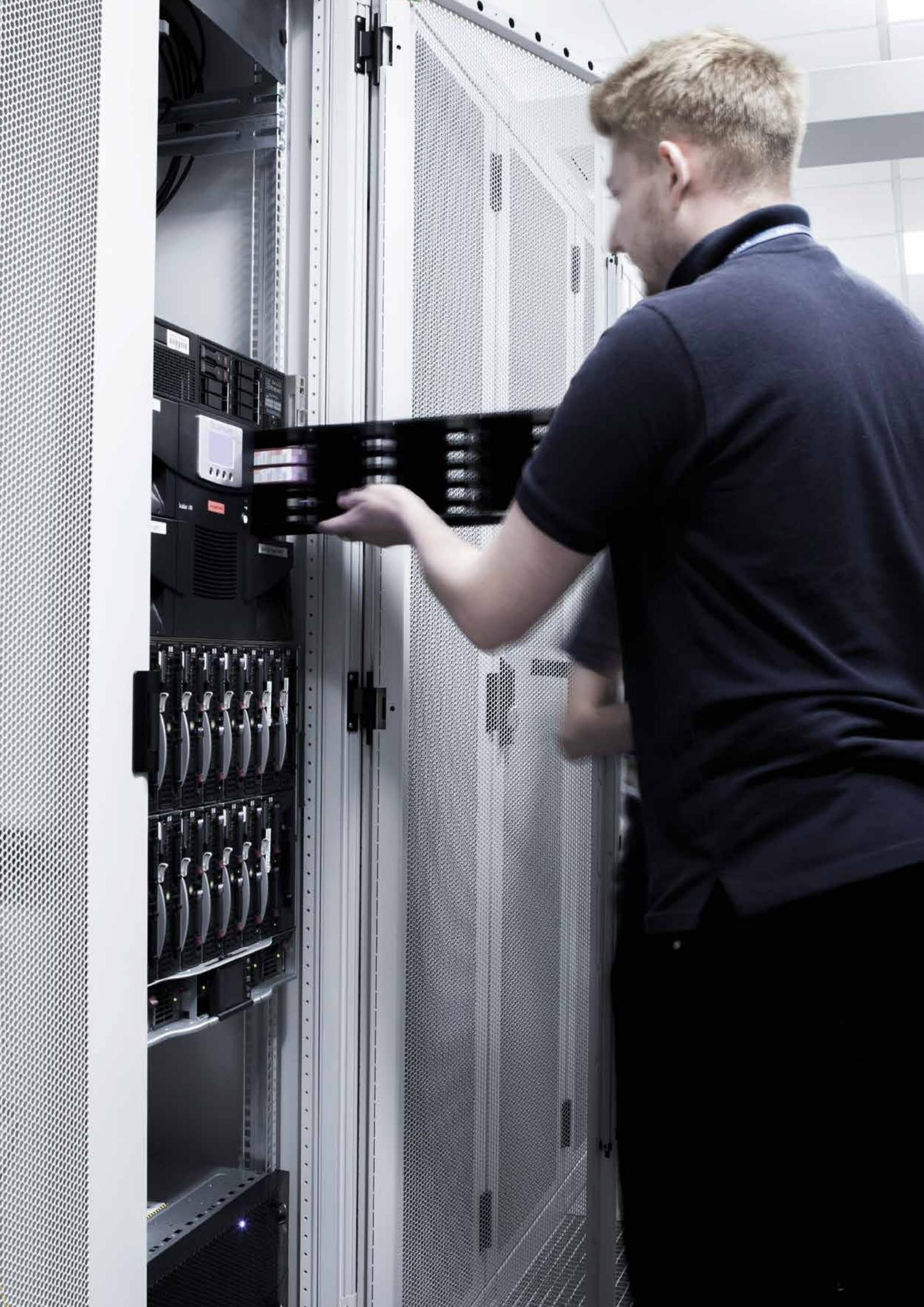
## KEY FEATURES

- Protection for both Hyper-V and VMware servers
- Recovery Point Objective of seconds and Recovery Time Objective of minutes
- Guaranteed SLA
- Pre-defined connectivity via an ONI managed Cisco ASA firewall
- DR environment is built on enterprise class hardware with VMware virtual data centre dedicated to each client
- Tier 3+ hosting facilities
- Fully managed service from ONI

## DISASTER RECOVERY TESTING

The ONI Site Recover service is subject to stringent DR testing, carried out by our dedicated technical team, based in our TAC. Test results are available to view within the client portal and provides confidence that the service will be available as and when it is needed. DR testing is carried out regularly, with options ranging from annual to quarterly.









# SITE RECOVER SERVICE OPTIONS

## LOCAL CACHE SERVICES

As part of the Site Recover service, we provide an on-site cache server that can be used to recover services on critical failure. This Cisco 'C' series blade server will have appropriate levels of storage to fulfil local storage requirements. An added benefit of deploying the local cache server is enhanced recovery times

## RECOVERY POINT OBJECTIVE

The Recovery Point Objective (RPO) is typically measured in seconds and is dependent upon a range of factors. RPO relates to the frequency of protection; the more regular the less chance of data loss.

## RECOVERY TIME OBJECTIVE

The Recovery Time Objective is the time taken to recover all protected servers in the event of a critical loss at protected site. The SLA for this service element is 2 hours.

## SERVICE MANAGEMENT

All Site Recover clients are provided with a dedicated, web-based management portal. The self-service control panel provides direct access to the protected estate and enables clients to view live RPOs on a per-server basis.

In the event of failure, server management for the duration of outage is via ONIs Nimbus Virtual Web Portal, which provides a secure URL to the clients own virtual data centre.

## SITE RECOVER IN-LIFE SERVICE ELEMENTS

### TECHNICAL SUPPORT

24 x 7 access to technical support is provided via our TAC, based within our Tier 3+ data centre. The TAC is responsible for a range of core services:

- Incident Management
- Problem Management
- Change Management
- Service Request Fulfilment

Common incidents, managed as part of our standard service, will include ensuring portal access is available and that all jobs are managed and running correctly.

### JOB MONITORING

Monitoring is an integral part of the Site Recover DRaaS service. Vendor-supplied monitoring tools will trigger alerts on failure, which will be managed within the ONI TAC for remediation on a round-the-clock basis.

### SERVICE REPORTING

As a part of our standard Site Recover service, we provide a monthly service report; detailing performance against KPIs laid out in the service level agreement. Standard reports include web-portal availability and adherence to RTO. If more detailed intelligence is required, it can be provided as a part of a standard professional service engagement.



# WHY ONI?

Established in 1992, ONI plc is a leading provider of IT solutions and services to both public sector and commercial markets. Privately owned, we offer a comprehensive range of on-site, cloud and hybrid technology solutions.

We have worked hard to establish ourselves as a centre of excellence for digital transformation, but we're not resting on our laurels. We have ambitious plans for even further growth over the coming years, which will see us increasing both our capacity and range of services. Keen adopters of new technologies, we are proud of our reputation as innovators.

Our expertise already spans core network infrastructure, unified communications and collaboration, contact centre solutions, data centre services, connectivity and cybersecurity.

ONI cloud services are delivered from our own Tier 3+ Data Centre, located in the South East of England, and include infrastructure, disaster recovery, UC, collaboration and contact centre solutions as-a-service.

ONI is committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges.

## **100% UPTIME GUARANTEED**

Most service providers promise four 9's or even five 9's in terms of availability, but 99.99% uptime still means you are without service for 52min 35s every year. When dealing with business-critical applications, we don't think you should compromise on availability. If you pay 100% of your fees, you should get 100% availability.

Our commitment to 100% uptime underpins our data centre and managed service portfolio; providing our customers with peace of mind that they will always have access to their data and applications.

## **ON-PREMISES OR CLOUD AGNOSTIC**

For many organisations, the future of IT lies in a hybrid converged infrastructure that features elements of on-premises, colocation and cloud-based products and services. But getting agnostic advice on the best place to deploy each application can be difficult.

Cloud service providers naturally will only ever promote as-a-service propositions. Likewise, legacy systems integrators will have experience of on-premises hardware but not the skills necessary to transition services successfully to the cloud. In contrast, ONI offers the best of both worlds.

By combining legacy on-premises solutions with our Data Centre services, our customers benefit from transformative digital solutions, deployed where they add most value. Our agnostic approach to deployment helps organisations to gain a competitive advantage by reducing costs and delivering leaner, less complex IT solutions.

## **PREDICTABLE AND TRANSPARENT COSTS**

Cloud services from ONI are provided from a single orchestration platform; one that offers a simplified product range and an all-inclusive price, based on customer usage. There is no need for specialist procurement knowledge to understand a complex product offering or EA pricing structure, let alone fluctuating exchange rates, making it easy to stay in control and avoid unexpected spiralling costs.

ONI Assure Managed Services provide unmatched details about the status of IT infrastructure devices; enabling IT professionals to make better informed investment decisions about life-cycle management and avoid unnecessary costs. Improved visibility of contract renewals, or when devices reach end-of-life and end-of-support, makes budgeting more accurate and more predictable.





## AVAILABLE FROM ONI:

- Managed Services & Support
- Hosting & Colocation
- Networking & Connectivity
- Back-Up & Disaster Recovery
- Cybersecurity Solutions
- Contact Centre Solutions
- Mobility & Collaboration
- Unified Communications



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver a unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, NetApp, Veeam, Gamma, BT and Microsoft.