



# Managed Backup & Recovery Service Description

## **Managed Backup & Recovery**

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# Managed Backup & Recovery

SCTG Managed Backup & Recovery (MBUR) provides data protection for applications, files, and virtual or physical servers. Backups are performed, stored, and maintained in one of SCTG's data centers. Restore requests can be performed on-demand via service requests by the Client, with options for data restore into SCTG cloud service environments. MBUR is a fully managed service that is configured, administered, monitored, and supported by the SCTG Managed Services team. ServerCentral Turing Group (SCTG) provides a full spectrum of Business Continuity / Disaster Recovery (BC/DR) services for our Client; this includes our Managed Backup & Recovery service.

As a fully managed service, SCTG's Managed Services team supports the underlying hardware, software and network connectivity used to deliver the Service, as well as administers and monitors the backup and recovery processes put in place. Clients receive a weekly Managed Backup & Recovery Service Report detailing the status of backup jobs, completion of jobs, and any other information about the jobs. Clients open support requests to create or alter backup jobs, change data retention policies, or get any additional information about the service.

## Backup & Recovery Operations

SCTG's MBUR service delivers industry best practice configurations for Backup & Recovery operations. This includes: maintaining a Synthetic Full Backup + 6 Days Forward Incremental Backups in a Performance Storage Tier and maintaining a Full Backup for a rolling 28 days on a Capacity Storage Tier. This provides two benefits for our Clients 1/ Clients have the most needed data readily available in case of a restore request and; 2/ lower the total costs of the Managed Backup service by aging out older data to the Capacity Storage Tier. Note: The Capacity Tier data is maintained in a physically separate data center providing the air gap necessary for maximum data protection and recoverability.

Should a Client have unique compliance, backup or archival requirements, SCTG will work with each Client to understand their data protection needs and configure the MBUR service parameters - including the frequency of backups, retention policy, encryption methods, and data locations - accordingly.

## Data Encryption

The MBUR Service enables encryption of data by default. The Service will generate the encryption keys necessary to protect the data. These keys are provided to the Client ensuring they have full control of their data. Data is encrypted as it is written to the Backup Server, and the resulting encrypted data blocks are stored to any backup files. The Service includes encryption-at-rest so data remains encrypted while stored in any SCTG-operated data center.

## Data Restore Requests & Locations

Restores for backup data are performed upon request on a best-effort basis. Data is typically restored to the primary system where the data originated. MBUR also supports the option for virtual machines or data to be recovered manually to a different target system. Target systems can include a new virtual machine created in SCTG's Enterprise Cloud, Managed Private Cloud Service environment. Manual recoveries are performed on a best-effort basis and will include additional charges for use of storage and/or cloud services.

If specific SLAs are required for data restore processes, SCTG also offers comprehensive Disaster Recovery as a Service which provide detailed SLAs for the automated recovery of applications, data and virtual machines.

## Key Features

### A Managed Service

SCTG's Managed Services team supports the underlying hardware, software and network connectivity used to deliver the MBUR Service, as well as administers and monitors the backup and recovery processes put in place. Customers receive a weekly Managed Backup & Recovery Service Report detailing the status of backup jobs, completion of jobs, and any other information about the jobs. Customers open support requests to create or alter backup jobs, change data retention policies, or get any additional information about the service.

### Application-Aware, Image-Based Backups

MBUR creates application-consistent, image-level VM backups with advanced, application-aware processing which includes transaction log truncation.

### Synthetic Full Backups

MBUR's support of Synthetic Full Backups eliminates the need for periodic full backups by creating forever-incremental backups that save time and storage space.

### Performance & Capacity Tier Storage

MBUR delivers a two-tier storage architecture enabling the most recent data to be quickly and easily accessible with nominal latency (milliseconds). The Performance Tier maintains a Synthetic Full Backup + 6 Days Forward Incremental Backups while the Capacity Tier maintains a Full Backup for a rolling 28 days.

### Multi-Tier Protection

MBUR's Capacity Tier is located in a physically separate data center from the Performance Tier providing an extra level of security and data protection.

### Deduplication, Compression & Swap Exclusion

MBUR decreases backup storage requirements and network traffic with built-in deduplication. Additionally, multiple compression options are used to balance storage consumption with performance and backup proxy load. Swap exclusion reduces backup footprint and improves performance.

### Recovery

MBUR Recovery On-Demand can occur at the VM level, File level, Virtual Disk level or Item level.

### Guest File System Indexing

A catalog of guest files enables quick search and identification of individual files to find and restore a file without knowing the precise file location, or the time when it was deleted.

### Changed Block Tracking for VMware

MBUR minimizes backup time with Changed Block Tracking. This allows for more frequent backups.

### vCloud Director Support

MBUR provides native vCloud Director support which enables the backup of vApp and VM metadata and attributes and restore vApps and VMs directly to vCloud with full support for fast provisioned VMs and direct restore to vCloud.

## Managed Backup & Recovery

The Managed Backup & Recovery Service from SCTG delivers consistent operations management and predictable results by following industry-standard and proven, internal best-practices. The specific services / management functions offered by SCTG as part of the Service include:



### Change Management

MBUR provides simple and efficient means to make controlled changes to Client environments. System changes are serviced by the Managed Services Team through support requests. Changes follow a well-defined approval process, and most changes can be executed quickly by SCTG's Managed Services Team.



### Incident Management

MBUR includes the monitoring of the overall health of the Backup & Recovery platform and the handling of the daily activities of investigating and resolving alarms or incidents. SCTG creates pre-defined playbooks that are used to rectify alarms and incidents in a way that minimizes disruption to each Client's environment.



### Provisioning Management

Designed to meet a Client's specific needs, MBUR allows Clients to configure backup parameters and allocate additional resources to support rapidly changing environments. These changes are managed through the timely handling of submitted support requests by our Managed Services Team.



### Patch Management

MBUR takes care of all infrastructure system patching activities to help keep resources current and secure. When updates or patches are released from infrastructure vendors, SCTG applies them in a timely and consistent manner to minimize the impact on Client business.



### Access Management

MBUR enables clients to securely connect to the Service in the manner they require – be it API access, HTTPS, Cross Connects or Dedicated Physical Connectivity. Our team will make sure that the connection is maintained.



### Security Management

MBUR protects Client information assets and helps keep all MBUR infrastructure secure. All systems are logically separated and only available to the appropriate MBUR environment. All SCTG MBUR services have encryption at rest and in-flight enabled by default for all Clients.



### Continuity Management

SCTG can provide Restore / Recover services as an additional, on-demand service. In the event of a failure or outage that impacts the Client's business, or at their request, SCTG can perform a restore of these backups as needed. SCTG also offers comprehensive Disaster Recovery as a Service capabilities which introduces formal SLA and automation to the restore / recover processes.



### Monitoring and Reporting

All SCTG MBUR environments include comprehensive Health + Performance Monitoring. Weekly or monthly reports including the status of backup jobs and the associated storage utilization are available.

## Service Operations

The MBUR Service, including all SCTG-operated hardware and software, is monitored by SCTG’s Managed Services Team and Service Desk. Should any issues or anomalies be detected with the Service, a member of the SCTG Managed Services Team or Service Desk team will take corrective action as planned and notify the customer.

From time to time, SCTG will perform scheduled maintenance activities on the infrastructure supporting the service. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, SCTG will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

Customers may also view real time and historical graphs of the Service via the SCTG Customer Portal located at <https://portal.servercentral.com>.

ACCOUNT MANAGEMENT SERVICES	
Dedicated Client Relationship Manager	Included
24 X 7 MONITORING SERVICES	
Proactive Platform Monitoring (Availability, Capacity, Management, Return to Service)	Included
Platform Configuration Backup and Monitor for Changes	Included
Platform Patching and Updates	Included
24 X 7 SUPPORT (RETURN TO SERVICE & VENDOR ESCALATION)	
Change Management Coordination with Customer	Included
Access to 24x7x365 Service Desk Coverage (telephone, web and email)	Included
Access to SCTG Customer Portal with Customer-Defined Roles and Access Permissions	Included
Ticket Response Time - Promised	15 minutes

# Responsibilities

The following section outlines the scope and limitation of support that SCTG offers for this Service.

SCTG RESPONSIBILITIES
SCTG will maintain all software and hardware that provides the MBUR Service.
SCTG will monitor the MBUR for uptime and availability. This includes any network switches, storage devices, and any other equipment necessary to provide the Service.
SCTG will retain exclusive administrative access to the hardware and infrastructure of the MBUR Service for the duration of the agreement.
SCTG will be responsible for hardware and infrastructure support, including return-to-service and vendor escalation.
SCTG will perform periodic software and security updates, install additional capacity, and replace any faulty hardware within the underlying infrastructure, per the manufacturers recommendations and industry best practices. Changes will occur during declared maintenance windows that will be agreed upon in advance with the Customer
CUSTOMER RESPONSIBILITIES
Customer is responsible for managing and securing the host operating system including any script, application, or operating system updates.
Customer is fully responsible for the installation and operation of any and all scripts and applications installed on any customer managed servers or virtual machines.
SCTG will not troubleshoot or provide any support relating to malfunctioning scripts or applications. Customer is responsible for maintaining the latest version of any and all installed scripts and applications, as well as the security of all scripts and applications installed on VMs. SCTG does not provide security auditing or disinfection of exploited software or servers. If a Customer needs support regarding a specific script or application, please contact the software vendors support resources.
Customer is responsible for monitoring the capacity thresholds of storage environments. SCTG monitors storage-level capacity, but this may not match Customer usage due to application and operating system differences.
Customer is responsible for maintaining current backups of customer-owned data not included in the MBUR service. Please contact sales@servercentral.com for more information.
Customer is responsible for maintaining the list of authorized personnel on the SCTG Customer Portal. Customer is also responsible for maintaining any user accounts created for the MBUR Service. SCTG is not responsible for any unauthorized access to the MBUR Service due to out of date access list information
Customer will designate and maintain a Technical Contact who can be made available to SCTG for troubleshooting or questions.

## Additional Questions

For more information, visit <https://www.servercentral.com/managed-backup> or contact us at (312) 829-1111 and [sales@servercentral.com](mailto:sales@servercentral.com).

## About ServerCentral Turing Group (SCTG)

SCTG offers [cloud-native software development](#), [AWS consulting](#), managed [cloud infrastructure](#), and global [data center](#) services. We work with companies, large and small, that see IT as their critical success factor.

SCTG is a Type II AT-101 SOC 2 audited company and PCI-DSS compliant. We are proud to be a private, self-funded, 20+ year old technology company and an 8-Time Inc. 5000 Honoree.

Learn more at [www.servercentral.com](http://www.servercentral.com) or call us at (312) 829-1111.