



Online Backup & Data Recovery

Better Backup – Better Business

Your organisation needs better backup!

No one ever gets a promotion or a pay rise when their backup process works successfully but the consequences of backup or restore failure can be severe; backing up your data is a boring, repetitive and absolutely vital task....and is therefore perfect to be delivered as a service and outsourcing to BrightCloud. It's **urgent**, the backup problem is going to continue to get worse and more complicated while the security threats and risks emerging today make it even more **important** - so the sooner this is outsourced the better.



This service can augment existing systems or completely replace depending on your needs

Regardless of industry sector or size of workforce all organisations are generating greater volumes of data. The growth is exponential and the increasing use of information in all areas of business applies pressure to ensure that business **critical data** is backed up, securely stored and **quickly recoverable**.

Do you know where all your data is? As workforces become more mobile and location becomes irrelevant, more workers are storing data in cloud solutions and on local storage, the challenge can be enormous. Single location tape systems simply aren't reliable or consistently recoverable and the spread of online backup services makes it difficult to assess which solution is right for you.

This document provides you with details of the BrightCloud backup service, it's built on the best hardware and software platform available to any service provider; the big difference is the BrightCloud people, culture and methodology combined with expertise and a solid **16-year track record** of delivering world-class managed and cloud services.

Every part of the BrightCloud business is guided by ITIL and is rigorously managed on a daily basis by a business management system and personal commitment to ISO9001 and ISO27001; we strive every day to provide you with **excellence beyond your expectation**.

Why choose BrightCloud?

Over 16 years of success says a lot, and the business continues to progress in new areas; built on a culture of constant improvement and innovation. Many of the people with us today were with us when we started, we develop personal relationships with all of our customers because we genuinely care about them and the service we provide.

We publish our core values and we prove that we deliver on them by asking our customers to provide references and testimonials to the excellent services they receive; all feedback is recorded and available for review. We go-all-out to over-deliver what any customer expects and this goal is built into the business management system which is audited by the British Standards Institute against the ISO 9001:2008 and 27001 standards; we can prove that we do what we say.

There are many IT providers entering the backup market, but very few have the longevity and experience that you get from BrightCloud, it's all about people and a culture that ensures customers are happy with the systems and service they receive in partnership with BrightCloud.

Why should you change your backup strategy?

Migrating your backups to BrightCloud can achieve a number of excellent and quantifiable returns:

- **Peace of mind gives you the freedom to focus on more interesting and rewarding projects**
- **Reduced administration time and associated costs**
- **Assured, certain and consistent recovery avoiding risk and reducing costs**
- **Reduced cost of backup; pence per GB**
- **A flexible service to suit your needs, all in the cloud or a hybrid solution either managed or delivered as a platform for your team**
- **One backup management portal for your entire, diverse, backup requirements**
- **Completely secure, built on the world's proven leading technology**
- **An IT partner that goes the extra mile every time you need us**
- **More flexible RPOs' & shorter RTOs'**

Still using an old-fashioned tape-based or local backup system?

You need to migrate to a reliable and consistent, automated backup service in a delivery model that suits your organisations needs and compliance requirements.

Already using another online backup service?

The BrightCloud service is built on the best technology (Asigra) and is extremely competitively priced – **saving you a lot of money** while improving the service you get.

Flexible Backup for SMEs

Online backup from BrightCloud can protect your business from as little as £100 a month.

[Start your free 30-day trial](#)

BrightCloud Backup

Our backup service is built with Asigra, which is consistently acknowledged by many independent analysts as the world's leading enterprise backup application; it's the only one that independent service providers use to deliver a premium service!

We evaluated Asigra for years before we built our service, it is so adaptable and reliable that it seems strange that anybody would use anything else. This provides us with a flexible platform based on agentless technology, which can be deployed quickly and easily and uses proven and extremely powerful analytics to give you a guaranteed backup service – AND It's cost-effective because you only pay for the volume of data we store following duplication and compression. True incremental forever-backup with advanced change block tracking and enhanced WAN optimisation technology, shatters the limitations of traditional backup solutions such as tape.

BrightCloud online backup is hosted in highly secure UK based data centres, staffed 24x7x365. The two separate facilities include resilient power, resilient connectivity and are established as two of the best data centre locations in the country. We are not in a gimmicky ex bank vault or bunker!

Data is transmitted and stored using the most secure methods available, such as strong authentication, advanced data encryption standard (AES 128, 192 or 256, NIST FIPS 140-2 certification) and password protection. It is designed to keep backed up data confidential, while still allowing legitimate users to perform data recovery.

Granular restore allows you to backup and restore individuals' emails, calendar and contact items at the mailbox level, without interrupting normal services.

We work with you to set data retention rules consistent with the requirements of your business and any applicable compliance standards. Our online backup supports Microsoft, Linux, Novell, AS 400, Mac, Exchange, Lotus Notes, SAP, VMWare, SharePoint, Oracle and SQL technologies.



Key Benefits

Agentless technology - ensures that your backup environment is easier to manage and administer, more efficient, has fewer disruptions, and is more secure.

Around the clock recovery - data recovery is available 24x7x365 and can be uploaded via a network, or in the case of large volumes, converted to media and express couriered (additional costs). An optional local storage pool offers speedy local recovery.

Recovery and restore assurance - features such as autonomic healing ensures the consistency and accuracy of your data so that you can recover from your backups every time; removing uncertainties related to recovery.

Simplicity - no IT expertise is required making it ideal for sites that are remote from the main IT department or have no IT staff.

Cost and resource efficient - perform both source and target based deduplication and compression to ensure optimum use of storage and network resources.

Secure and compliant - encrypts information at source using a NIST FIPS 140-2 certified algorithm that ensures that your data is secure both in-flight and at rest, while ensuring that you are compliant with regulations. Scalability – suitable for all/any business or amount of data.

A single comprehensive solution - by providing you with a single comprehensive solution for all your backup and recovery needs, you can overcome the challenges of managing multiple point solutions in the enterprise.

Flexible – large organisations, SMEs, mobile users, remote sites, and temporary offices can all be backed up to the same central data pool.

Automated and efficient - you have the ability to schedule and automate the backup process, reducing the need for manual intervention and increasing efficiencies.

One repository of backup data- the backup information from all across your enterprise is stored in a single consolidated repository breaking down silos of data protection.

Simple, straightforward licensing - costs are based on the capacity of data protected in your backup repository. No additional costs per platform or application being backed up.

Single pane of glass view - monitor, control, and manage your entire data protection infrastructure from a single pane of glass – proactively managing your backups instead of reactively responding to them.

Widespread platform support - hardware and software platform agnostic and supports all major operating systems, virtual platforms, enterprise applications, storage arrays, and cloud deployment models.

“...an easy simple and consistently reliable service...”

Your deployment options

This is your mission-critical backup solution and we know that each organisation is different and so we offer you as much flexibility as you need, all with a simple cost model. Choosing your solution could not be easier it's simply a matter of answering two questions.

Who should manage your daily backup?

You Should you wish, you can manage your backup and recovery process via the online portal. This allows you to choose which backup jobs to run and how and when to execute your restores. We will still provide you with training and support for the platform, but you are in charge of your backups.

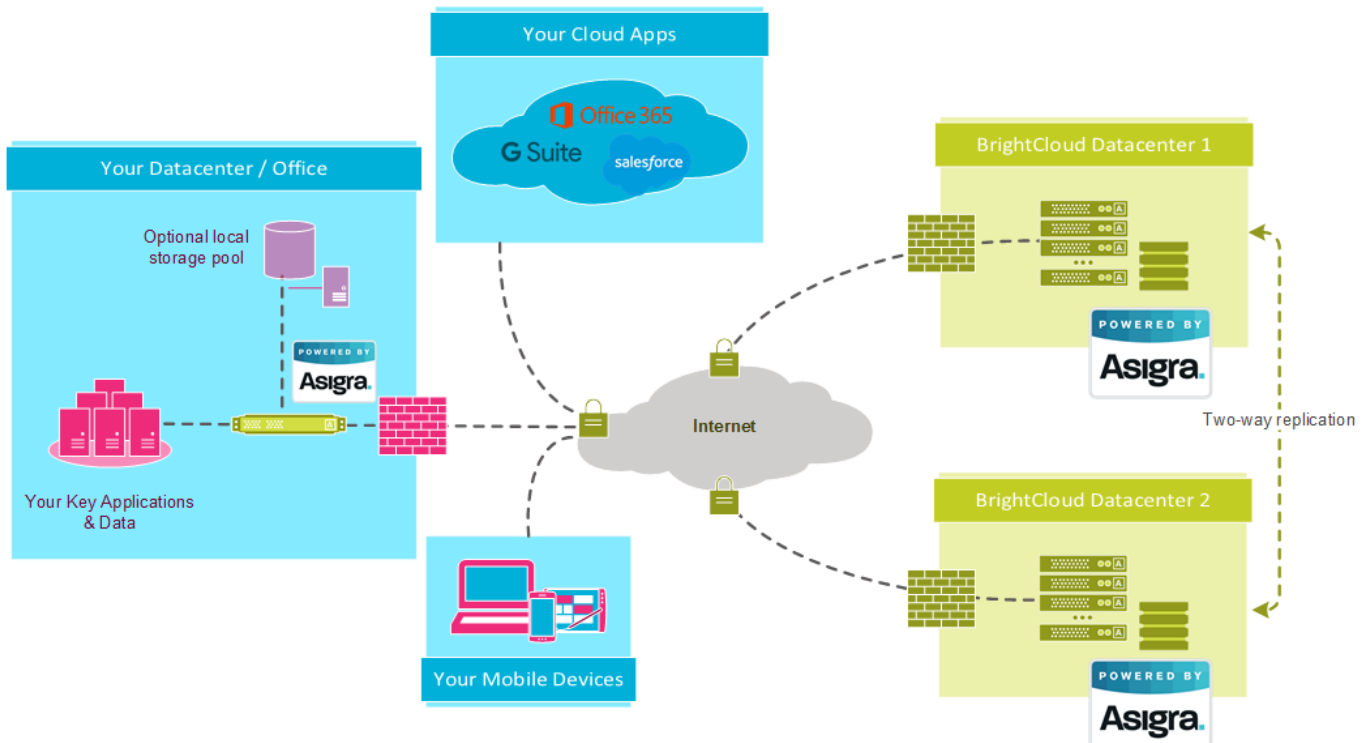
Us You can choose a fully managed backup service where BrightCloud provides all administration, change; and restores; all you do is log a service request via the BrightCloud helpdesk.

Which deployment fits your requirement?

Standard Deployment

Particularly appropriate for small to medium size organisations, your backups are taken remotely into BrightCloud with only a local client resident at your site to manage all the backups. Your data is encrypted and resides in both the primary and the backup data centres, which are approximately 50 miles apart.

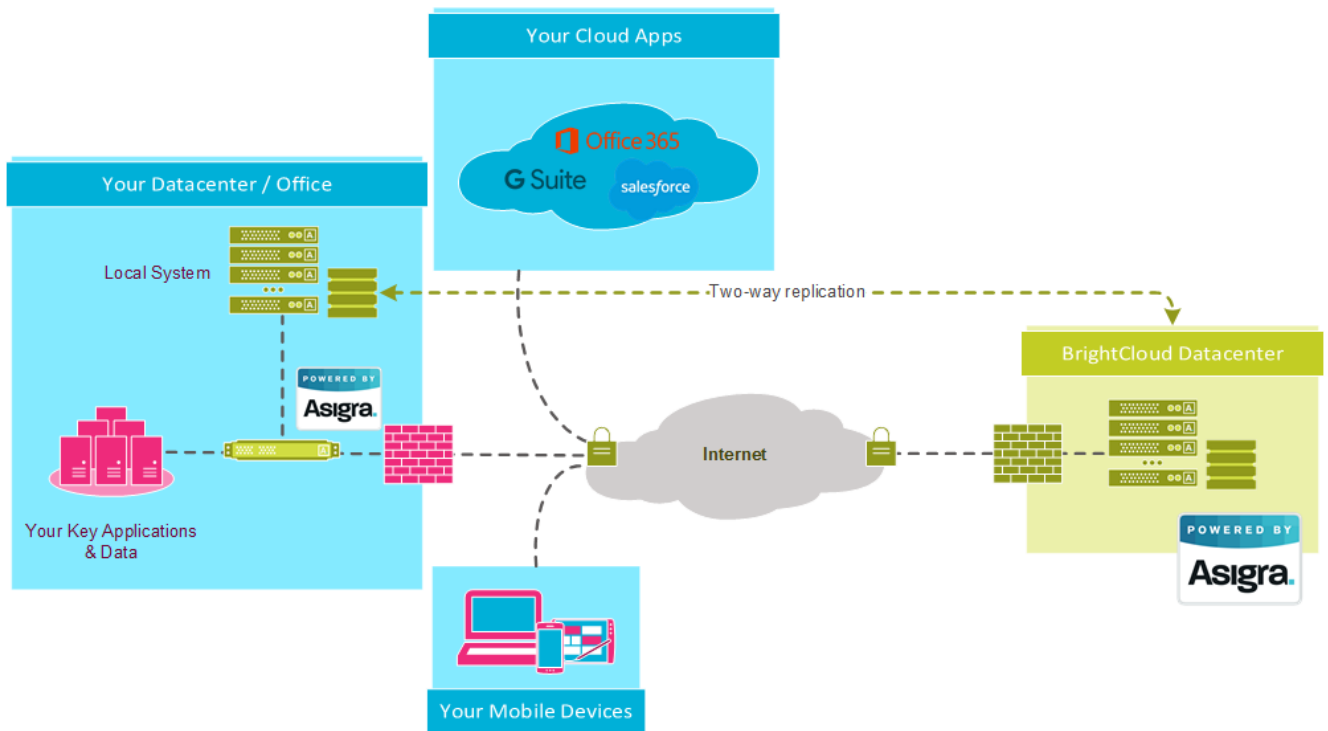
- **Customer retains no data on site (optional local storage if desired)**
- **Managed by BrightCloud or customer**
- **Simple cost per GB/Month**



Hybrid Deployment

Most suitable for large organisations with significant amounts of changing data, your backups are initially taken to a local backup system and then replicated into the BrightCloud backup service, this gives you the ability to recover large amounts of data very quickly from your local store.

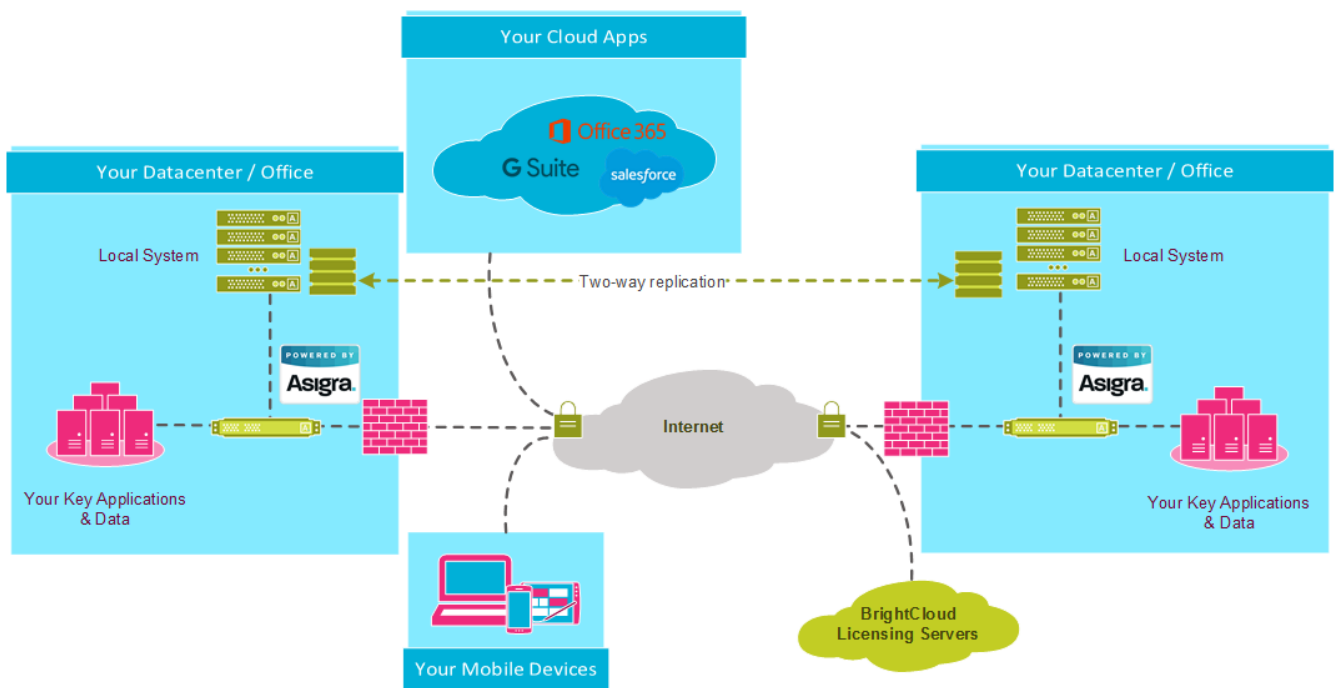
- **Local copy of data allowing speedy recovery**
- **Managed by BrightCloud or customer**
- **Simple cost per TB/month**



Private Cloud Deployment

The preferred choice for large organisations, or where there are specific compliance requirements. Your backups are taken to a local backup system and replicated to a second system within your network/estate. System configuration and licensing are managed by BrightCloud however all data remains within your infrastructure.

- **All data remains on customer's premises**
- **Usually managed by customer**
- **Simple cost per TB/month**
- **Capital setup cost**



What can we back up?

The service is compatible with virtually all environments including:

- Windows
- Linux
- SQL
- Exchange
- SAP
- Lotus Notes
- OSX
- VMWare
- Oracle
- ProgressSQL
- SyBase
- Salesforce.com
- Office 365
- G Suite (formerly Google Apps)

We require a single agent to be installed per customer site to be supported; this control agent manages all the backups and is usually installed on a Virtual Server. This server can also offer local backup copies provided that the customer has sufficient resources for this service.

This service and the way it is delivered and managed is flexible to meet your backup design goals and budget.

Find out more about our online backup and data recovery on our website

www.bright-cloud.net



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