

Disaster Recovery as a Service (Backup included)



3P Edge
Phone: + 61 409 137 456
service@p3edge.com

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Solution Overview

Our Disaster Recovery service is a fully managed solution that can take the pain out of Backup, and simplify DR. This agile service combines Cloud-based Backup with robust Disaster Recovery capabilities that span across multiple Data Centres. Cloud Disaster Recovery provides organisations with confidence that they can access their business critical systems in the event of a major outage.

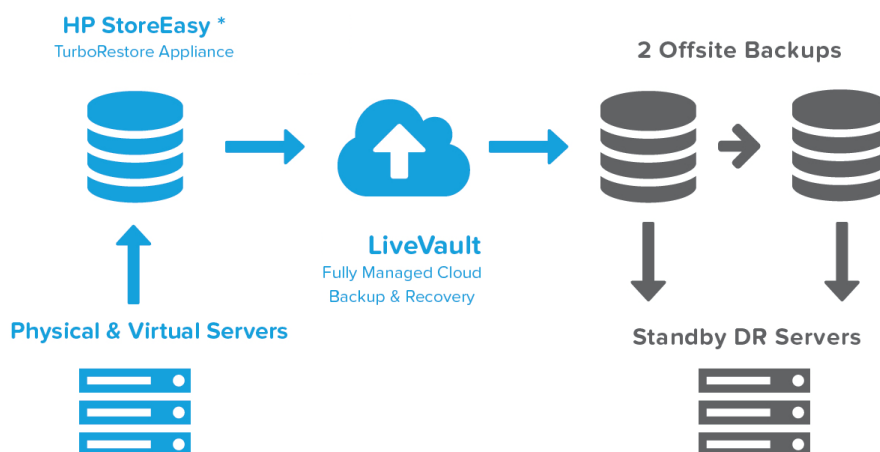
By migrating to a Cloud service, organisations can move away from Capital Expenditure, and simplify the process of protecting their vital information. Rapidly changing IT infrastructure can present a variety of challenges with protecting business data including Licensing, Configuration and ongoing Management.

In the event of a disaster or major outage, customers can failover to a cloud-based instance of their critical server, which is hosted within our infrastructure. This will ensure that the organisation can still continue to function whilst they undergo recovery procedures - which will minimise the disruption to "Business as Usual" operations.

The Disaster Recovery service simplifies many of these challenges, and enables organisations to refocus their attention to drive innovation.

Benefits

- Simplify your Backups
 - Easy to use Web Interface for restores
 - No need to manage licensing, hardware, software maintenance
 - Replace legacy backup solutions - move away from tape
- Flexible Cloud-based data protection to suit majority of use-cases
 - Backups run every 15 mins – up to 96 backups per day
 - Data retained for 7 years
- Manage Backups & DR based on Information – not Infrastructure
- Scalable – from single endpoints to highly available virtual environments
- Unparalleled Security
 - 256 bit encryption for data in transit and at rest
 - Replicated across multiple Tier-III Australian Data Centres
 - Up to 3 copies of data – geographically dispersed
- Fully Managed solution
- 24x7 dedicated support services
- 24Hr Recovery Time Objective (can be upgraded up to 4Hr RTO)



* Includes FREE Virtual Appliance, Physical Appliance can be purchased separately

Tier III Australian Global Switch & Standby Data Centres



Operating System Layer

We utilise Windows Server 2012 R2 to provide highly available replicated operating systems. Utilising VLAN isolation and full continuous replication, an outage of any data centre causes minimal client disruption.

Antivirus

A strong partnership with Trend Micro ensures all operating systems and network ingress points are protected by anti-virus. Central control ensures hourly update of virus patterns and immediate action on any outbreak.

Connectivity

- Carrier Neutral
- Access to multiple telecommunications providers
- 2 diverse building entry points
- Diverse cable routes and pathways

Security

- Security guard patrols 24x7x365
- Premises under constant CCTV surveillance both exterior and interior common parts
- Intruder alarms to all areas
- Physical access to the data centre is controlled by mantrap
- Strict access control procedures
- Access control using proximity card readers and biometric systems
- Certified for ISO 9001, 14001, 27001

Firewalls

Mirrored high availability, high throughput firewalls are provided at both the production and Failover Data Centre. They are monitored continuously and provide Intrusion Detection and a number of other alert functions.

Network

Redundant Tier 1 carriers into each data centre ensures continuous network operations and 100% availability over the last three years. Global Switch is represented by all the major carriers for ease of cross connection to customer WANs. A dual path dark fibre provides high speed MAN access to the Failover Data Centre.

Monitoring

Our 24x7 monitoring system checks firewalls, disk space, network, CPU and memory usage, as well as application availability. Alerts are immediately posted via email and SMS to the on call team.

Servers & Storage

Our rock solid HPE blade infrastructure is configured as per HPE's recommended technical specifications. Our Cloud Servers are powered by Microsoft Hyper-V to provide the reliability and on-demand scalability you need, while eliminating your concerns about availability. There are always two duplicate blade systems configured and capable of taking over from each other. Redundant fans, power supplies, memory and NIC's form part of the blade system. All physical server operating systems are configured on RAID 1 with redundant SAS paths to the main storage. Storage is provided on duplicate HP SANs configured in different RAID sets depending on its function.

Global Switch Data Centre

Our Primary Sydney data centre is located in Ultimo, and is one of the largest data centres in the Southern Hemisphere, with over 40MW on site power generation capacity. Strategically positioned on the western edge of the Sydney Central Business District (CBD), our world class data centre provides highly resilient and scalable technical space and power solutions within a low latency environment.

Key features of our data centre include:

- 41,500 sq m with 40 MW utility power supply to the data centre
- Serviced by multiple telecommunication exchanges and a dense carrier presence providing exceptional connectivity
- Conveniently situated on the edge of the CBD but not on the same electricity supply

Standby Data Centre

Pipe Networks Cable Landing Station Cromer (CRO) is where the PPC-1 internet fibre optic cable enters Australia from the United States. It is 40 kilometers from Global Switch and provides a secure fully replicated copy of the production environment.



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