

# Cloud Services

## A Cloud-based (DRaaS) Solution



### Business Challenge

Downtime, whether caused by user error, natural disaster, ransomware attack, or other potential threats to data, results in productivity and revenues loss, as well as damage to an organization’s brand and reputation. With rising phishing and ransomware attacks, data vulnerability continues to increase, especially in the context of today’s distributed workforce.

Local backups are usually enough to recover IT systems from server failure and other common problems. However, a site-wide disaster can destroy those backups and result in major downtime and data loss for businesses. When disaster strikes, ensuring business resiliency – the ability to operate through any level of disruption – is the most pressing concern for all organizations. Disaster recovery is a crucial piece of the business resiliency puzzle.

### Arcserve Cloud Services™

#### Disaster Recovery as a Service (DRaaS) Solution

Cloud Services is a cloud-based disaster recovery as a service (DRaaS) solution. It is designed specifically to streamline data backup and recovery management, and to get critical systems back online with speed and ease. With Cloud Services (DRaaS) you can tailor your coverage to meet your unique recovery requirements while enjoying access to data anytime, anywhere, with instant failover to a secure, fault-tolerant cloud. It offers the resilience and elastic scalability that is required for 24/7 uptime and the ability to adapt to continuously changing business continuity requirements in real time. Arcserve provides a highly customizable disaster-recovery cloud that you can manage through an easy-to-use, self-service online portal.

#### Features

- **Total business continuity** with a complete, orchestrated virtual failover to the cloud in case of disaster
- **Robust cloud security** that ensures only approved users can access the stored backup images
- **Highly customizable and cost-effective DR cloud** for any IT environment, whether simple or complex
- **Simple and powerful centralized management** that is easy to use with a selfservice online portal
- **Reduced costs** and manpower required to manage disaster recovery infrastructure implementation

#### Key Benefits

- Ensure 100% business continuity
- Gain access to data anytime, anywhere
- Total control of settings and recovery management
- Multiple recovery options including oneclick failover
- Pre-configured restore sequence
- Flexibility to customize your service level
- Cost efficient off-site data replication, failover option for single site organizations

#### Cloud Services (DRaaS) comes in three service levels: Cloud Basic, Cloud Plus, and Cloud Premium services.

Utilize the preconfigured retention settings, or customize your own to best meet your recovery point objectives (RPOs).

Service Levels	Capabilities	Default Retention	Customize
Cloud Basic	Secure offsite storage of critical business backups with full system restore via bare metal restore (BMR) drive	3 daily, 2 weekly retention points	Customize by adding more daily, weekly, or monthly recovery points
Cloud Plus	Everything in Cloud Basic, plus immediate file and folder recovery from the cloud	Additional 20 retention points available at no cost*	
Cloud Premium	Everything in Cloud Plus, as well as rapid virtualization of your systems and data in the cloud		

Basic Service Level includes 500GB storage per machine, and Plus and Premium include 1TB of storage per machine. Storage can be pooled across multiple machines for maximum flexibility.

\* For pooled pricing options only; may incur storage overage costs.



## Features and Benefits

Features	Benefits
Fault tolerance	Highly distributed and fault-tolerant disaster recovery cloud with 99.999% uptime. Arcserve Cloud Services is monitored and managed 24/7/365 by the Arcserve Network Operations Center, ensuring anytime, anywhere access to your cloud data.
Security and Redundancy	Built over an enterprise-grade secure and redundant cloud infrastructure. Among the world's most secure and energy-efficient facilities, with layered security, built-in redundancy and fault tolerance and strictly limited access.
Customizable	Select the Service Level that best meets your needs, and utilize the pre-configured retention settings, or customize your own to best meet your recovery point needs.
Account Alerts	Set individual account alerts to notify you when uploads become inactive, or data growth exceeds established thresholds. Set alerts to notify you when new machines are added or deleted, or virtual machines are running. Set alerts to notify you of seed and BMR drive request updates.
Advanced Networking Support	In addition to customizing recovery network firewalls, you can update your recovery networks through OpenVPN or IPsec to enable site-to-site, single-user, or entire organization virtual private network (VPN) connections. Advanced networking features include: <ul style="list-style-type: none"> <li>• Port forwarding</li> <li>• Port blocking</li> <li>• Network control options such as DHCP</li> <li>• Independent and isolated recovery networks</li> <li>• Static public and private IP address reservations</li> <li>• Dynamic private IP address available at the time of a disaster</li> <li>• Flexible and custom VPN configurations</li> </ul>
Self-Service Cloud Portal	Access data and systems anytime, anywhere, every time with the Arcserve Portal, which includes dashboard showing the status of all accounts, machines, seed drives, BMR drives, virtual machines, and account space used. Download an entire image recovery file with no size limits or hidden costs.
30 days free virtualization	Includes 30 days (720 hours) of free virtualization per machine per year. Test your business continuity plan frequently to ensure that you are ready for any eventuality.

# Take the Next Step

Find out more at [arcserve.com](https://arcserve.com), contact us at [info@arcserve.com](mailto:info@arcserve.com) or view our [global office contact information here](#).



## About Arcserve

Arcserve, a global top 5 data protection vendor, provides the broadest set of best-in-class solutions to manage, protect and recover all data workloads, from SMB to enterprise and regardless of location or complexity. Arcserve solutions eliminate complexity while bringing best-in-class, cost-effective, agile, and massively scalable data protection and certainty across all data environments. This includes on-premises, cloud (including DRaaS, BaaS, and Cloud-to-Cloud), hyperconverged, and edge infrastructures. The company's nearly three decades of award-winning IP, plus a continuous focus on innovation, means that partners and customers, including MSPs, VARs, LARs, and end-users are assured of the fastest route to next-generation data workloads and infrastructures. A 100% channel-centric organization, Arcserve has a presence in over 150 countries, with 19,000 channel partners helping to protect 235,000 customers' critical data assets. Explore more at [arcserve.com](https://arcserve.com) and follow [@Arcserve](#) on Twitter.

