

Overview

Protecting your data against loss or corruption is essential to maintaining the vitality of your business. With Varrow's Managed Backup offering, our customers enjoy access to the world's most secure, reliable, and high-performance technology available today, enabling them to protect their most valuable business asset information. Supported backup platforms include: EMC Data Domain, EMC Avamar, and Veeam.

Engineering and Administration

Day-to-Day Administration

Varrow handles all day-to-day administration of your backup environment. Administrative tasks include:

- VMware VMDK, file level, full server, multi-server, and database/transaction log restoration
- Addition of new servers to the backup inventory and schedule
- Monitoring and reporting on backup capacity utilization
- Integrity verification of backup data copies
- Maintain retention of daily, weekly, and monthly backup copies
- Microsoft Exchange individual mailbox restores
- Microsoft SQL Server object-level restores
- If equipped, monitor offsite backup replication processes

Platform Upgrades

At regular intervals, HW/SW patches are applied to the backup infrastructure using industry-standard best practices. Additionally, on an annual basis (or at the appropriate frequency), platform upgrades are performed to meet client requirements and capitalize on new product features.

Operational Tasks

There are standard daily, weekly, monthly, quarterly, and yearly tasks that are required in order to keep your backup environment operating at its full potential. These operational tasks include:

- Monitor and report on backup job completions and durations
- Provide details of failed backup jobs, with automatic job "restarts"
- Establish remediation plans for systemic backup failures
- Produce warnings and watch lists for poorly performing backup jobs
- Conduct periodic audits of servers to validate file/folder backup inclusion
- Monitor and maintain the health of existing backup hardware infrastructure
- Maintain and update documentation of the backup environment and processes

Proactive Maintenance

Periodic Infrastructure Healthchecks

Varrow provides regularly scheduled, comprehensive vChecks of your backup environment. During each vCheck, Varrow captures the details of your backup infrastructure, focusing on capacity, performance, securing, scalability, and reliability. Based on this data we provide a roadmap with recommendations for optimizing your environment based on industry best practices.

Utilization and Capacity Reporting

You will receive regular reports on total backup capacity, network utilization, backup job success/failure, and backup window adherence. Reports include recommendations for additional resources as necessary to provide continued resiliency and performance levels.

Trend Analysis

Varrow will conduct regular reviews of current trends in the KPIs (key performance indicators) versus previously documented trends, with analysis and recommendations to address significant variances.

Continuous Monitoring and Alerting

We provide 24x7 monitoring of your backup environment, providing alerts on infrastructure KPIs that depart from the baseline range, measuring the following data:

- Number of backup jobs
- Backup job failures
- Backup completion time
- Backup capacity utilization



For more information, call [866.783.8604](tel:866.783.8604) or email sales@varrow.com. Read more about us at www.varrow.com.

Reactive Support

On-Demand Trouble Ticketing

We offer 24x7 support of your backup environment, with SLAs on response time based on incident severity.

- Virtual NOC staffed by the same award-winning engineering team employed by the fastest growing IT organization in North Carolina.
- Service Levels, Escalations, Root Cause Analysis and Crisis Bridge for Severity 1 tickets.
- Detailed documentation on hand with comprehensive change management controls.

Automatic Crisis Bridge

For all Severity 1 tickets, a technical crisis bridge is automatically established for all relevant parties to join in order to share troubleshooting steps, fastest resolution paths, and status reports. Customer technical resources are joined with Varrow engineers and managers.

Root Cause Analysis

For all Severity 1 tickets, an RCA is generated on request to describe the causes and effects of issues, as well as the recommended resolution steps. RCAs are instrumental in preventing future outages that arise from similar design and configuration weaknesses.

Proactive Ticket Remediation

Varrow opens proactive tickets and optionally resolves problems where KPI baseline metrics have been breached. For customer-owned equipment, we automatically open tickets with supported manufacturers and escalate ticket severities to reduce mean time to resolution.

Architecture and Advisory Services

Ongoing Advisory Services

Varrow provides ongoing consulting, architecture, design and roadmap services for customers seeking to optimize costs and capabilities - mapping out both current and future considerations. Our philosophy entails simplifying the environment, making use of existing investments, and providing cost-conscious scalability and resiliency. Some of Varrow's backup service offerings include:

- Review and revise RTO (Recovery Time Objective) and RPO (Recovery Point Objectives), and map these goals to your backup policies and procedures.
- Perform business impact analysis to determine IT gaps related to business requirements and provide tactical steps to remediate these weaknesses.
- Provide a 12/24/36-month architecture roadmap, taking into consideration data growth rates, multi-site requirements, and budget constraints, without sacrificing quality of service.

Implementation Services

Varrow provides expert-level change management and migration services so that our customers can focus on activities that drive true business value. From firmware updates to full-blown data implementation services, count on Varrow to provide the key infrastructure support you need to optimize and stabilize your ever-changing IT environment.

