

# Veritas Managed Backup Service

## SAFEGUARD YOUR BUSINESS-CRITICAL INFORMATION

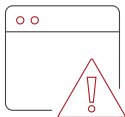
IT complexity increases as business transformation initiatives, cloud adoption and expansion of data driven applications converge. In response, data protection software must rapidly evolve to support, protect and enable these developing uses. Keeping pace can be challenging—as expectations rise and staffing and budgets are restricted.

Out-tasking data protection operations through Veritas Managed Services provides a cost-effective way to improve business resiliency, while freeing resources to pursue strategic initiatives.

## DELIVER DEPENDABLE DATA PROTECTION

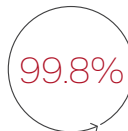
Reliable backup and prompt restoration are the foundation of business resiliency. The difficulty lies in maintaining near-perfect data protection performance, while delivering strategic programs, providing constituent service and navigating business and resource constraints.

Veritas managed data protection service provides reliable, remote monitoring and management of multivendor data protection environments. We manage your data protection infrastructure and applications—simplifying operations, reducing risk and maximize the value of your data protection investments.



### Shaky Ground

71% are not confident in their ability to recover information following an incident<sup>1</sup>.



### Success Rate

99.8% Veritas Managed Service Backup<sup>2</sup>.



### Vendor Support

Data Protection.

- **Simplify operations** – Our experts deliver reliable data protection service while consolidating and streamlining management of multivendor data protection environments.
- **Reduce business risk** – Demonstrate active resiliency preparation and audit artifacts with dependable 24/7 monitoring, management and reporting with 98% backup success and rapid restoration SLAs.
- **Manage costs** – Leverage our scale and predictable capacity based pricing.
- **Continuous improvement** – Ongoing performance optimization, software patches and updates, health checks, expert planning and guidance.
- **The Veritas advantage** – Our managed service experts work closely with support, engineering and product teams to speed issue resolution and enhance performance and reduce costs by applying new features and optimization techniques.

## VERITAS MANAGED BACKUP SERVICE SUMMARY

Veritas manages data protection environments for clients around the world. Our data protection specialists utilize a dedicated operations center, specialized monitoring and management tools and proven methods to deliver consistent backup and recovery success. The service includes:

- Consolidated backup and recovery monitoring and management for Veritas NetBackup, EMC NetWorker, Commvault and Veeam.
- 24/7 monitoring and incident management, including root cause analysis and 3rd party call-out.
- Guaranteed SLAs—98% backup success rate, incident response, restore response.
- Access to data protection specialists.
- Proactive planning and ongoing information assessments and infrastructure optimization.
- Predictable, capacity based pricing.

A large multi-location gaming company had a 79% backup success rate and was experiencing frequent hardware and network problems. The Veritas MS operations center established control while our NetBackup™ specialist performed an assessment and lead remediation activities.

The bottom line: The customer is saving \$10,000/week, backups are running at 99% and restore success rate is 100%.

## FIND OUT MORE

For more information visit us at [www.veritas.com/services/managed-services](http://www.veritas.com/services/managed-services), contact your Veritas representative or connect at [Managed.Services@veritas.com](mailto:Managed.Services@veritas.com).

<sup>(1)</sup> "The Trillion-Dollar Cost of Downtime and Data Loss," CIO Insight, January 20, 2015

<sup>(2)</sup> SLA Backup Success Rate Performance, 2017

## ABOUT VERITAS SERVICES

Veritas Professional, Managed and Educational Services advise and empower organizations to harness their information with solutions to design, implement, optimize, and operate Veritas applications and to advance Veritas knowledge and skills. Veritas Services help assure that data availability, insights and portability are tailored to suit the organization requirements, environment, and operating needs of clients around the world.

## ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at [www.veritas.com](http://www.veritas.com) or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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The truth in information.

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