10 Questions Your Cloud Partners Should Be Able to Answer

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Evaluating cloud partners can be overwhelming. These 10 key questions will help find who's best suited to accomplish your goals.

1. CAN YOU SUPPORT ANY WORKLOAD?

Modern workloads require modern support. Your cloud partners should be able to support the workloads your enterprise needs, including:

- **Big data:** To analyze massive amounts of data, build predictive models, and accelerate decision-making processes.

- **Open source:** To support mission-critical applications for data protection and fast data recovery.

- **Hyperconverged infrastructures:** To house critical data and applications in always-on, high-availability environments.

- **"Legacy" hybrid applications:** To use existing applications that are still necessary to your enterprise.

2. DO YOU HAVE GRANULAR RESTORE CAPABILITIES?

When your enterprise needs to restore data or files, you seldomly need to restore everything all at once. Your partners should be able to support data recovery on a granular level so you can recover individual files and items from your backups.

3. DO YOU SUPPORT INTELLIGENT DEDUPLICATION?

Deduplication support is critical for data protection, but it's better if your partners offer support for intelligent deduplication. These capabilities allow your enterprise to look at the entire spectrum of storage and data and compress all that information, allowing your enterprise to reduce the overall amount of data it stores, your backup bandwidth, and backup windows.

4. DO YOU HAVE MULTI-TIER STORAGE OPTIONS AVAILABLE?

Your business needs will change. A good cloud partner will need to adapt. It's important to be able to move to higher, more performative tiers to support your growing data protection and availability needs. It's equally important to be able to move to lower, less costly tiers should your business needs change. These tiering options should also have capabilities to intelligently optimize your data so it's available, affordable, and compressed for you.

5. HOW QUICKLY CAN YOU INITIATE DISASTER RECOVERY?

When disruptions or outages occur, you want to ensure your data is protected, applications can be quickly recovered, and downtime is kept to a minimum. Your partners should be able to support your disaster recovery plans, including support for:

- **Automated, orchestrated recovery options:** These capabilities help your applications automatically reconnect and support one-for-one orchestrations that require minimal to no human involvement.

- **Recovery tests and rehearsals:** These capabilities allow you to test 100 percent of your disaster recovery or migration scenarios in safe, non-intrusive ways to confirm there are no issues in your recovery plans.

- **Support for multiple vendors:** Your enterprise likely uses multiple vendors to host multiple applications, so you need to be able to move between those vendors as part of your disaster recovery plans. This vendor-agnostic approach helps you ensure everything is protected.

6. CAN WE CHOOSE OUR SERVICE-LEVEL AGREEMENT (SLA)?

Your enterprise needs to be flexible with data recovery to create and maintain the backups you need. Your partners should be able to allow you to easily move between services and infrastructure and choose the SLA that matches your specific needs.

7. WILL WE HAVE REAL-TIME VISIBILITY INTO BUSINESS HEALTH?

Your enterprise needs to know that everything is running as expected—and act quickly when it doesn't. Your cloud partners should be able to verify that you have the capabilities to continuously evaluate and review your business processes. This allows you to address potential protection or availability gaps before they become major issues.

8. DO YOU SUPPORT VIRTUALIZATION PLATFORMS?

Many enterprises rely on virtual machines and virtualization to operate multiple operating systems, virtual systems, or applications at the same time to increase efficiencies and save on costs. To continue reaping these benefits, make sure your cloud partners can easily interact with or integrate with the virtualization platforms you use.

9. DO YOU OFFER FLEXIBLE ROUTES TO THE CLOUD?

Every enterprise's journey to the cloud is different. A good partner supports your journey, no matter where you are in the process. Ensure that it's easy to migrate your enterprise's applications to the cloud with minimal business interruptions. Confirm that your partners will allow you to complete the migration on your own terms and timeline.

10. HOW DO YOU SUPPORT APPLICATION AVAILABILITY IN THE CLOUD?

Enterprises may think that applications are separate from cloud infrastructure, but that isn't the case. Downtime in the cloud—even for a few microseconds—can result in IT involvement. More so, it can lead to limited client access to applications, data loss, threats, and even massive revenue loss. Your cloud partners should be able to support your applications so they can intelligently heal on their own and recover your applications easily, so you don't experience business disruptions.

VERITAS: A TRUSTED PARTNER FOR YOUR BUSINESS

Enterprise needs not being met? Veritas can help.

Building on decades of experience, Veritas has the tools and solutions to help your enterprise continue to succeed on its journey to the cloud while protecting your data, ensuring business continuity, and building resiliency.

Learn more at https://www.veritas.com/solution/cloud.

ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. **Over 80,000 customers—including 87 percent of the Fortune Global 500**—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

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