

Cloud Recovery

Cloud-based server replication



Key Features

- A comprehensive, managed solution
- Failover and Failback in minutes
- Flexible scheduling for maintenance windows
- Scales with individual organizations and timelines
- Secure online Portal for easy up-to-the-minute management
- Real-time activity reporting and system health check reporting

NTT America Cloud Recovery Benefits

- Immediate protection
- Virtually no end-user downtime or data loss
- Access to applications & data anywhere, anytime
- No appliance or staffing resource burden

Cloud-to-Cloud and Physical Servers-to-Cloud Business Continuity and Disaster Recovery

Overview

Recently named a Leader in Gartner's 2015 Magic Quadrant¹, NTT America's Cloud Recovery, part of NTT America's Backup/Disaster Recovery as a Service (DRaaS) portfolio, allows organizations to conduct business as usual during unexpected server failures or planned downtime through auto-failover and redirection of traffic to a real-time, replica server in a secure NTT America cloud environment.

Failover is rapid and seamless, with users and applications quickly up and running, ensuring continued service for businesses and uninterrupted access for end customers.

Business Challenge

Businesses of all sizes are exposed to risks from unplanned outages, while at the same time face the challenge of operating "non-stop" if they are to stay competitive in today's on-demand business environment. Interruptions due to unexpected system failures, software corruption, maintenance windows, outside threats or disasters have proven to affect sales, service and productivity, and in many cases threaten a company's very survival.

Businesses need an affordable and manageable way to ensure non-stop business operations and total data protection. Cloud Recovery is a turn-key business

continuity service that leverages the capability and capacity of the NTT America Enterprise Cloud to ensure continuous availability of applications and data in the event of a critical system failure or disaster, and is delivered without additional IT infrastructure costs or training of internal IT staff.

Solution

Cloud Recovery is a managed, cloud service that provides secure, real-time server replication with automatic failover and failback, ensuring data protection and high availability from a secure NTT America cloud platform, consisting of two offerings that can operate independently or in conjunction:

Cloud-to-Cloud server replication between NTT America Data Centers for Enterprises currently using NTT America Enterprise Cloud.

Physical Servers-to-Cloud server replication between Enterprise private infrastructure (private or hybrid Clouds) and an NTT America Data Center.



Managed Cloud Services

Cloud Recovery is a subscription-based, managed service that eliminates the need to purchase, install, oversee and support hardware, operating systems, application software, BC/DR software and DR data center facilities—helping businesses eliminate upfront capital expenses, excessive deployment time and demands on IT resources.

The solution provides automated 24x7 BC/DR server protection for your mission critical applications. It can be installed without any disruption to your operations and is integrated with NTT America's Enterprise Cloud.

You're Quickly Protected

Cloud Recovery starts with an online Readiness Assessment (RA) process to identify mission-critical servers and applications that require continuous availability. Once the RA has been completed, replica servers at a second NTT America Data Center are configured to match those of the hosted services for Cloud-to-Cloud server replication.

For Physical Servers-to-Cloud server replication, a secure, enterprise-grade VPN connection is established allowing essential applications and servers to be replicated to the NTT America Enterprise Cloud.

You Assume Complete Control

Cloud Recovery service offers auto-failover capabilities and easy and secure access to the online Control Panel a web-based interface that provides real-time visibility into protected servers and the supporting network through the Virtual Network Operating Center (NOC)—an automated engine that watches over your network 24/7. The virtual NOC monitors the environment status in real time, and in the event of a production server interruption, allows for instant failover to the replica environment in the NTT America Enterprise Cloud.

In addition to ensuring business as usual during server downtime, Cloud Recovery affords businesses the opportunity to manage resources more effectively by scheduling system changes and updates on individual timetables—even during normal business hours—with the guarantee of continuous application availability.

No Capital Investment required

Cloud Recovery requires no capital investment. Customers are billed on a monthly basis for each replicated server at prices far more economical than a traditional build-it-yourself solution.

How it Works: Ongoing Protection

Cloud Recovery protects businesses by replicating critical servers, operating systems, supported applications and end-user data between, or to, a 24/7-accessible, secure NTT America cloud environment. Servers and data are kept current through real-time, bandwidth-efficient continuous replication that takes place over an encrypted VPN tunnel, fully protecting businesses from unplanned server outages and negative economic impact.

Failover

In the case of a server failure, scheduled downtime or a complete site loss, the Cloud Recovery service automatically redirects data and users to the NTT America Enterprise Cloud-hosted replica servers, which operate in Failover Mode for the duration of the downtime event. Businesses can securely access the replica environment from any remote location via the Internet, or continue to access it locally should their site remain available.

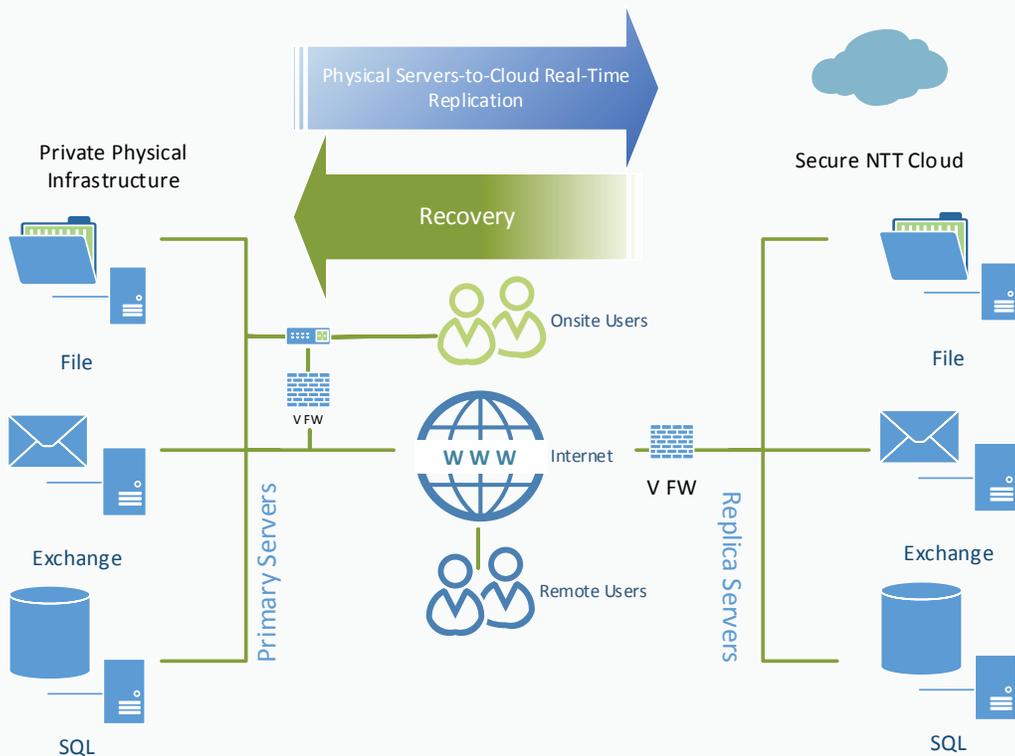
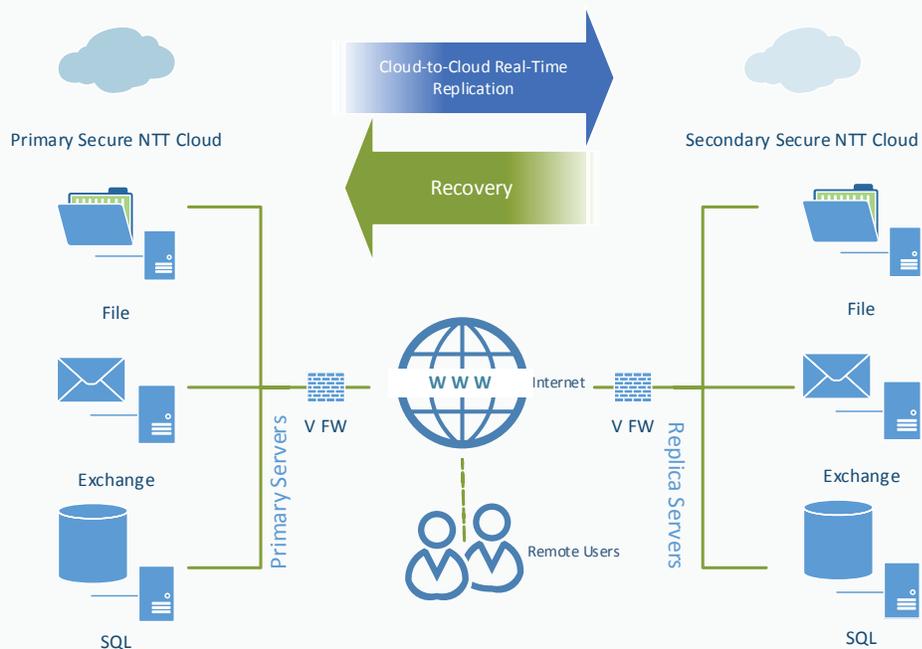
Failback

After running from the replica server for any period of time, failing a server back from the Cloud Recovery environment to the restored production servers—a process called Failback—is fast and transparent to end users, who continue working without any interruption regardless of whether they are onsite or remote. The Failback process synchronizes the changed data, while users continue to access their applications and data files, and then seamlessly redirects users to the production environment.



How It Works: Ongoing Protection

The Cloud Recovery service protects business operations by replicating all operating systems, applications and data in real-time to a secure replica NTT cloud environment. In the event of a complete production site loss, employees can continue to access their applications securely through the Internet from any remote location.



Technical Specifications

Cloud Recovery Includes:

- Cloud-side Operating System, Supported Applications and Replication
- Cloud Compute and Storage assigned per protected system
- Asynchronous block-level replication of protected servers between, or to, a secure NTT America cloud environment
- The ability to run protected applications from a replica NTT America data center while in Failover mode
- Remote Access into the secure replica NTT America Enterprise Cloud for end users when the primary environment is offline
- Real-time audit and reporting statistics on data transfer and Failover status
- Capability to add further servers, virtually eliminating the restriction on the number of protected servers within a single environment

Supported Applications:

- Microsoft File Services 2003, 2003 R2, 2008, 2008 R2, 2012
- Microsoft Exchange 2003, 2007, 2010, 2013
- Microsoft SQL Server® / SQL Server Express 2005, 2008, 2012, 2014
- Microsoft IIS v6, v7, v7.5, v8, v8.5
- Microsoft SharePoint Server 2007, 2010, SP1, SP2
- Microsoft Dynamics CRM Server 4.0
- Microsoft SharePoint Foundation 2010, SP1, SP2
- Linux File Server (ext2, ext3, ext4, ReiserFS)
- Oracle 10.x, 11.x, 12c

Platforms Supported:

- Microsoft Windows Server 2003/2008/2012 (R and R2), Standard, Enterprise Edition, Web Server, DataCenter Editions, Windows Storage Server, Foundation, MSCS Cluster (32-Bit or 64-Bit)
- Red Hat Enterprise Linux version 4 through 6.6 (i386 and x86_64)
- CentOS version 4 through 6.6 (i386 and x86_x64)
- SUSE Linux Enterprise Server version 9 through 11 SP1 (i386 and x86_64)
- Oracle Enterprise Linux 5.7 running Oracle 10.x or Oracle 11.x

All Cloud Recovery Installations Require the Following:

- Minimum of a DSL, Cable or greater high speed internet connection (Recommended high speed connection is T1 and greater depending on amount of data)
- Network running Microsoft Active Directory 2003, 2008 (for Windows environments)
- Internet router capable of supporting a VPN IPSEC Tunnel
- Mail server redirection requires access to DNS MX records
- Administrator access on servers to be replicated
- Minimum of 5GB of free disk space on each server being replicate

¹ Gartner 2015 Magic Quadrant Report <http://ow.ly/OvF1V>

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