

# A Modern Approach to Backup and Recovery



Deploy in Minutes. Search Anything. Recover Anywhere.

Altere's Backup-as-a-Service is a modern approach to backup & recovery. Instead of having to maintain complex in-house solutions and processes, businesses can subscribe to a managed service from a data protection specialist.

Our service simplifies backup for hybrid cloud environments, eliminating legacy backup complexity by integrating data orchestration, catalogue management and continuous data protection, including all hardware, software, management and support.

We give our customers and their IT teams more time to focus on their business, instead of wasting valuable time managing backups. Whether your current solution is due for renewal, isn't performing adequately or you're reviewing processes, you can trust our team to support all your backup and recovery requirements.

Rubrik were selected as our backup software vendor of choice as they enable us to provide agile solutions that meet the needs of all types and sizes of customer environment. Our service scales from as little as 5TB through to multi PetaBytes, from small stand-alone offices to multi-location businesses, across private, public and hybrid cloud environments.

## PROTECT

- **Rapid Install:** Auto-discovery and automation of backups for effortless management.
- **Continuous Data Protection:** Rubrik enables a continuous stream of recovery points to minimize data loss in the event of a failure or ransomware attack. Enable near-zero RPOs with a single click.
- **Immutability for Ransomware:** Protect your backup data against Ransomware with native immutability.
- **End-to-End Encryption:** Secure data with software or hardware-based encryption. All data is encrypted at-rest and in-flight, whether it is on-premises or in the cloud.

## MANAGE

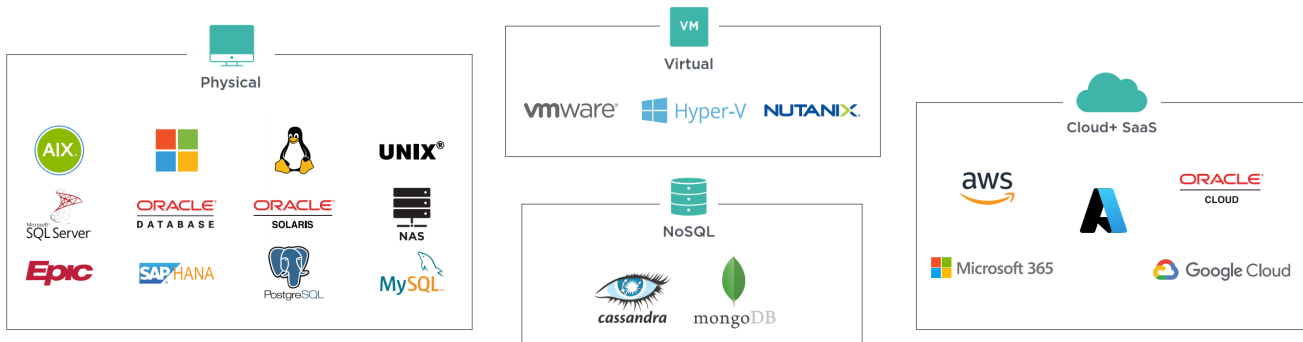
- **Policy-based Management:** Click to assign SLA policies to your VMs, applications, and databases. Just select desired snapshot capture frequency, retention duration, and desired location.
- **Compliance Reporting and Alerts:** Track SLA compliance, backup tasks, and system capacity. Get notified early on areas to troubleshoot.

- **Cloud:** Use cloud for long-term data retention, test/dev, or DR. For applications running in the cloud, Rubrik offers cloud-native data protection.

## RECOVER

- **Global Real-time Search:** Instantly search for applications and files across all snapshots stored on-prem or in the cloud with suggested search results as you type.
- **Instant Recovery:** Quickly recover VMs, SQL, and Oracle databases by mounting directly on the platform without the need to provision additional storage.
- **Point-in-Time Recovery:** Find and recover the relevant point-in-time snapshot. For SQL and Oracle databases, apply transaction logs to restore back to the desired point. For VMs, leverage a continuous stream of recovery points to recover to moments before a failure or ransomware attack.
- **Bare Metal Recovery:** In the event of a disaster, deliver full system recovery for Windows and migrate to any hypervisor or cloud instance. Quickly restore in-place with the operating system and critical data intact.

## BEST-IN-CLASS DATA MANAGEMENT FOR APPLICATIONS



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## SERVICE GUARANTEE

We are insanely passionate about the quality and reliability of all of our services. Our customers are assigned a dedicated account manager to ensure a high quality service from implementation through to daily pro-active support. Every account manager is supported by an implementation team who, upon customer sign-off of a deployment, seamlessly transition service to our UK support team.

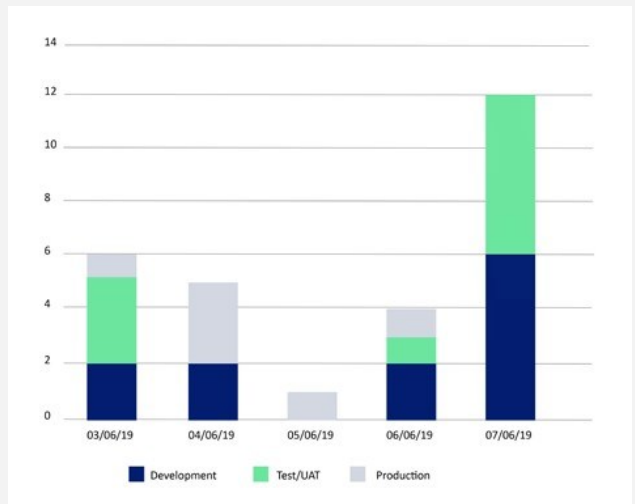
Customers benefit from unlimited access to and use of ProtectView, our cloud-based pro-active monitoring platform which provides a view of the customer's entire Altere data protection service estate, through a single pane of glass.

## EXAMPLE DAILY REPORTING

Errors by Environment

| Date         | 03/06/19 | 04/06/19 | 05/06/19 | 06/06/19 | 07/06/19  |
|--------------|----------|----------|----------|----------|-----------|
| Development  | 2        | 2        | 0        | 2        | 6         |
| Test/UAT     | 3        | 0        | 0        | 1        | 6         |
| Production   | 1        | 3        | 1        | 1        | 0         |
| <b>Total</b> | <b>6</b> | <b>5</b> | <b>1</b> | <b>4</b> | <b>12</b> |

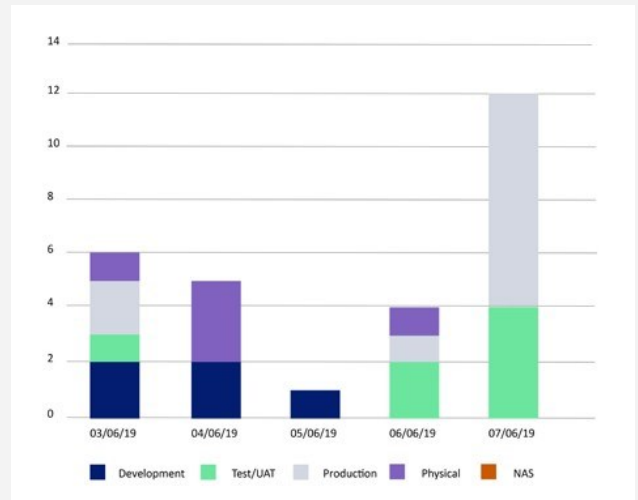
Errors by Environment



Errors by Technology

| Date         | 03/06/19 | 04/06/19 | 05/06/19 | 06/06/19 | 07/06/19  |
|--------------|----------|----------|----------|----------|-----------|
| Vmware       | 2        | 2        | 1        | 0        | 0         |
| SQL          | 1        | 0        | 0        | 2        | 4         |
| Oracle       | 2        | 0        | 0        | 1        | 8         |
| Physical     | 1        | 3        | 0        | 1        | 0         |
| NAS          | 0        | 0        | 0        | 0        | 0         |
| <b>Total</b> | <b>6</b> | <b>5</b> | <b>1</b> | <b>4</b> | <b>12</b> |

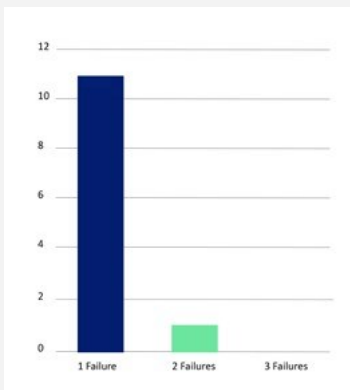
Errors by Technology



Errors by Technology

| 1 Failure | 2 Failures | 3 Failures |
|-----------|------------|------------|
| Vmware    | 11         | 1          |

Consecutive Failures



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## AVAILABLE SERVICE LEVELS

|   | SUPPLY AND<br>INSTALL | STANDARD<br>MANAGED<br>SERVICE | PREMIUM<br>MANAGED<br>SERVICE |
|---|-----------------------|--------------------------------|-------------------------------|
| Rubrik cluster supplied, installed and configured   | ✓                     | ✓                              | ✓                             |
| Access to Rubrik support for any issues   | ✓                     | ✓                              | ✓                             |
| Hardware monitored for failure  |                       | ✓                              | ✓                             |
| Fully supported by Altere's team for any support during local business hours, backed by Rubrik global support and engineering |                       | ✓                              | ✓                             |
| All patching, maintenance and upgrades will be processed by Altere  |                       | ✓                              | ✓                             |
| Altere's unique portal giving concise aggregated status of overnight protection   |                       | ✓                              | ✓                             |
| Altere's bespoke daily email efficiently summarising overnight activities   |                       | ✓                              | ✓                             |
| Fully supported by Altere's team for any issues 24x7 backed by Rubrik support and Engineering                                 |                       |                                | ✓                             |
| Fully supported by Altere's team for any issues 24x7 backed by Rubrik support and Engineering                                 |                       |                                | ✓                             |
| Integration of workflow via ServiceNow  |                       |                                | ✓                             |
| Dedicated Account Manager   |                       |                                | ✓                             |
| Access to early release software features via a dedicated sandbox environment   |                       |                                | ✓                             |

If you would like further information on our service levels, please speak to a member of our team.

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## OPTIONAL SERVICES AVAILABLE ON REQUEST

|   |  |
|---|--|
| <p><b>RaaS Install:</b> Altere's Replication as a Service provides a safe and secure location to store backup data offsite in case of a total site loss.</p> <p><b>DRaaS:</b> Inclusive of RaaS, provides the ability to recover servers within Altere's recovery platform rapidly in the event of a serious incident providing continuation of IT services flash-optimised, parallel ingest accelerates snapshots and eliminates stun. Content-aware dedupe.</p> | <p><b>VDRaaS:</b> As an addition to DRaaS, Virtual Desktop as a Service gives end users the convenience of a consistent desktop experience allowing quick, secure and convenient login to the recovered environment. This allows users to work from home, a second office or wherever required to keep the business running whilst the crisis is evaluated and resolved.</p> |
|---|--|

## REPLICATION AS A SERVICE

| Replication into Private Cloud  | Replication into Altere's Private Cloud         |
|---|---|
| Requires a Multi-Node Rubrik cluster as the replication target            | Can accept replication from any type of cluster |
| DR is controlled in house   | Enables the optional DRaaS                      |
| End user workspace is controlled in house in the event of a DR invocation | Enables the optional VDI DRaaS                  |

## ARCHIVE AS A SERVICE

| Archive Into Private Cloud  | Archive into Public Cloud   |
|---|---|
| Move long-term data off Rubrik into a more cost-effective platform        |   |
| Supports popular protocols on local storage including S3 and NFS          | Support for Azure, Amazon, GCP and Altere's own public cloud offering |
| Enables full control over the redundancy and protection of long-term data | Unlimited scalability   |
| Has the potential to re-use existing storage capacity that is surplus     | Flexible consumption models   |

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## SERVICE TIERS

|                                | TIER 1 | TIER 2 | TIER 3 |
|--------------------------------|--------|--------|--------|
| On-Premise Rubrik Appliance    | ✓      | ✓      | ✓      |
| Management                     | ✓      | ✓      | ✓      |
| Archive (Altere or Cloud)      | ✓      | ✓      | ✓      |
| Second Site Replication        |        | ✓      | ✓      |
| Disaster Recovery as a Service |        |        | ✓      |
| 24/7 Monitoring & Help Desk    |        |        |        |

## PRICING

| BRUK TYPE | SIZING BAND (TB) | TIER 1 (per TB) | TIER 2 (add-on per TB) | TIER 3 (add-on per TB) |
|-----------|------------------|-----------------|------------------------|------------------------|
| 1 NODE    | 0-10             | £120            | INCLUDED               | £45                    |
| 1 NODE    | 11-20            | £115            | INCLUDED               | £45                    |
| 4 NODE    | 21-30            | £110            | £60                    | £40                    |
| 4 NODE    | 31+              | £105            | £60                    | £40                    |

NOTE: 1 NODE BRUK cannot be expanded beyond 20TB usable capacity



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Rubrik, the Zero Trust Data Management™ Company, enables cyber and operational resilience for enterprises; including ransomware protection, risk compliance, automated data recovery, and a fast track to the cloud. For more information please visit [www.rubrik.com](http://www.rubrik.com) and follow @rubrikinc on Twitter and Rubrik, Inc. on LinkedIn. Rubrik is a registered trademark of Rubrik, Inc. Other marks may be trademarks of their respective owners.

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## SERVICE TECHNICAL DETAILS

### EQUIPMENT FOOTPRINT & INSTALLATION

Our single node devices occupy 2U of rack space and multi-node clusters take approximately 4U of rack space per 100TB of capacity. A typical single node deployment will take around half a day to install and configure, whereas larger clusters will be assigned a project team to deploy in conjunction with the customer key project personnel.

### NETWORKING REQUIREMENTS

Single nodes will function well on standard 1 GB ethernet. Full clusters will require a number of 10Gb ports for operation.

### SECURITY / RBAC

LDAP Authentication is supported, and we recommend it be used to control end user access.

### SUPPORT

Support hours vary based on your service level, but all support requests are managed from our UK Operations Centre.

### SUPPORTED PLATFORMS

Rubrik support an ever-increasing number of platforms directly and at Altere we have experience in handling less common platforms that need special attention. Full support is provided for VMware, Hyper V, Acropolis, Windows, Linux, Microsoft SQL, Oracle and SAP Hana, so most customer requirements are easily met.

### NO HIDDEN COSTS

We charge a flat fee for storage capacity used, irrespective of the number of backups/restores performed or how frequently. There are no additional charges for agents or for additional servers added to protection policies.

### PROTECTVIEW

All customers benefit from ProtectView, our single pane of glass monitoring platform which gives clear and concise insight into the state of your backups and also delivers a daily summary email to your Inbox.

### DATA RETENTION

Any number of different retention policies can be configured, each with total flexibility over how many versions of the backup should be retained and at what frequency. The ability to archive older data to a cheaper storage tier is included and can be configured per retention policy to efficiently store data exactly where preferred.

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## SERVICE TECHNICAL DETAILS CONTINUED...

### DATA PROTECTION

Single node clusters are protected with Raid 6 arrays, and multi-node clusters use erasure coding to prevent the loss of 1 or 2 disks impacting service availability. In either single or multi-node deployment, disk failures are monitored by Altere and our team will action replacements, where the failed disk(s) forms part of our service.

### DATA SECURITY

Encryption of the Rubrik cluster is an option on all platforms.

### HARDWARE MAINTENANCE

Drives and power supplies are monitored for failure by Altere. We will arrange for the replacement of these and any other failed devices swiftly, where the hardware is under support from ourselves.

### AUTOMATION

Rubrik operates an API first architecture, allowing the full scripting and automation of all aspects of the platform.

### RECOVERY OPTIONS

There are numerous methods for recovering data, with both file sets and virtual machines supporting rapid recovery of individual files to either source or alternative location.

Virtual machines can also be restored as per traditional methods, or 'live mounted' to provide near-instant access to the VM through having the VMware environment run the virtual machine directly from a datastore virtualised by the Rubrik cluster itself, avoiding the need to restore the data to either source or alternative location.

Microsoft SQL databases can be live mounted on the Rubrik platform, providing near instant access to protected databases, regardless of size.

Bare Metal Recovery of Windows file servers is possible where required. Additionally, for customers with our optional RaaS (Replication as a Service) and DRaaS (Disaster Recovery as a Service), servers can be recovered on our secure private cloud environment.