

# BACKUP AS A SERVICE (BAAS)

## Infrastructure



Managing an ever-evolving IT environment requires specialized skills – especially when production or business-critical systems must remain online without disruption. Our comprehensive next-generation Backup & Recovery Service is backed by more than 20 years of managed services support experience. Enlisting CDW, a proven and trusted partner, will ensure your organization's critical applications and data are protected.

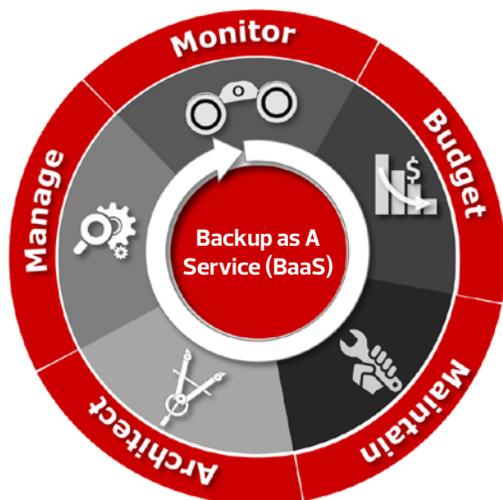
CDW's Backup as a Service (BaaS) allows your business to tap into resources and tooling that will help bring awareness and a sense of comfort to the business. Your IT teams can focus on providing value in other areas and feel confident that CDW is managing your backup environment.

### WHAT WE DO

CDW, as your trusted advisor, takes the lead role in the execution of your organization's backup solution. Our service management team will lead you through our onboarding process to understand your backup requirements and goals. We remotely and securely use our enterprise-class tools to set up monitoring, patching and configuration for your critical backup infrastructure.

### MANAGING THE RIGHT SOLUTION

CDW's architects, consultants and engineers provide the day-to-day management, so that you can focus on business performance, not technology management.



Your organization can enjoy the benefits of Backup as a Service, including:

- A CDW-maintained backup platform
- 24x7x365 live agent response, monitoring, management & proactive incident resolution and escalation
- Allow critical IT resources to focus on the day-to-day business while CDW monitors and maintains the backup & recovery infrastructure to ensure your critical systems are protected

CDW's full lifecycle of Services can support your business no matter where you are on your journey:



### OUR COMMITMENT

- BaaS provides the day-to-day management of backups for customers. CDW provides the expertise and knowledge to provide management over the backup infrastructure and ensure your data can be restored for devices in scope
- CDW operates a 24x7x365 National Operations Centre (NOC) to act as a single point of contact for customers experiencing issues with any CDW Managed Service. Customers can log tickets via telephone, email, or an online portal
- Our NOC team is more than a point of contact; we are monitoring and providing incident response & resolution around the clock. Whether they solve it directly, engage our senior team through on-call or work with vendors directly, our team ensures your critical backup infrastructure is supported

## SERVICES OVERVIEW

MANAGED SERVICES	Essential
<b>Health &amp; Performance Monitoring of Backup Systems Infrastructure</b> Ensure the infrastructure is operating at peak performance.	✓
<b>Daily Monitoring of Backup Jobs</b> Continuous review of backup jobs and remediation of backup job failures.	✓
<b>Management of Backup Environment</b> Management of software, agents and patching of backup infrastructure.	✓
<b>Backup Job Management</b> Maintain backup policies for job frequency, scheduling and data retention.	✓
<b>Restore Job Management</b> Upon request, ensure the restore job completes and data is made available.	✓
<b>Quarterly Backup Reliability Testing</b> Regular recovery testing to validate the use of the backups when needed.	✓
<b>Backup Reporting</b> Daily reports to overview the status of backups.	✓
<b>Operational Reporting</b> Monthly reports detailing the availability of systems and an overview of tickets processed. (Incident, Requests, Changes).	✓

## SUPPORTED BACKUP TECHNOLOGIES

Azure Site Recovery
Zerto
Commvault Live Sync

## CERTIFICATIONS

CDW Managed Services Industry Certifications:



### DISCOVERY

Technical workshops and assessment of the environment.



### ONBOARDING

Managed Services set up, process training and support overview.



### GO LIVE

Cutover to CDW's Backup as a Service.

For more information, contact your CDW account team at **800.972.3922** or visit [CDW.ca/infrastructure](https://www.cdw.ca/infrastructure).



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