

SERVICWORKS BACKUP



Need to Know

ServiceWorks Backup is a cloud-based backup solution delivered from a managed platform.

Built on premium technology from state-of-the-art UK based Data Centres, ServiceWorks Backup protects mission critical data, eliminating time consuming tasks and your dependency on tape infrastructure.

Benefits

- Share in world-class technology
- Never rely on tape again
- Guaranteed RPO and RTO
- Free up internal resources
- Stronger compliance safeguards
- Simple & transparent commercials

Cloud computing is transforming the way enterprises can provide and consume IT services with the promise of improved efficiencies, more reliable infrastructure, predictable service levels and greater cost transparency. CDW's ServiceWorks Backup solution relieves the tasks from in-house IT teams, and eradicates dependency on legacy tape infrastructure. The result is ultimate peace of mind thanks to guaranteed service levels that enable vastly improved recovery point and time objectives.

What is ServiceWorks Backup?

ServiceWorks Backup is a multi-tenant backup solution based on the very best disk-based backup technology. It is designed to perform to the demands of even the most aggressive workloads, with numerous fail-safe measures built-in to protect against software or hardware failure. Storing data on disk also means that data can be searched for, and files or groups of files can be recovered more easily. The solution provides support for backing up both physical and virtual server workloads. All backed up data is encrypted in-flight to and from CDW's ServiceWorks platform during both backup and restore situations, ensuring peace of mind that your data is safe and secure in transit. The option to encrypt data at rest offers further confidence.

How could your organisation use ServiceWorks Backup?

The ServiceWorks platform is built for business critical workloads where peace of mind that services will keep functioning is essential. Our ServiceWorks Backup service offers support for a wide range of common applications, as well as catering for a variety of less conventional requirements. One of the most common

use cases for cloud backup is to replace or augment tape-based off-site storage, for disaster recovery readiness. ServiceWorks Backup can provide you with that capability today.

Similarly, where data is ultra-critical, existing on-premise infrastructure may not be up to the demands and capital budgets not sufficient to purchase an adequate backup solution. Finally, traditional on-premise solutions can become impractical to manage and require substantial investment where high volumes of data are created which in turn needs protecting.

“ Modern businesses depend on their data, and any outage or loss of data can be hugely costly. Adopting a cloud-based backup service offers greater flexibility and reassurance that your business critical data is safe. At CDW, we've invested in world-class data centres and customer service to make sure we're always there when our customers need us. ”

— Carl Lawton, Practice Lead, CDW

Why Use ServiceWorks Backup?

World-Class Data Centres, World Class Technology: We have spared no expense in building our Data Centres and investing in the technology that underpins them. As a result, the solutions we deliver through the ServiceWorks cloud are, quite simply, the best money can buy. Our Backup service uses premium technology from the world's leading manufacturers.

Never rely on tape again: Anyone who has tried to recover from tapes will know how unreliable they can be. With ServiceWorks Backup, you and your users need never rely on tape again. Simply go to the ServiceWorks online portal, select the restore data for the file or files you need returned and it's restored to whichever device you choose.

Guaranteed RPO & RTO: Tailor the service to whichever Recovery Point or Recovery Time Objectives best suit your organisation. Importantly, in the event of a problem you can rest assured your data will be returned just as you need it, in a time that is acceptable.

Built-In Scalability: As your business data environment grows and changes, the ServiceWorks Backup solution will evolve in line with your requirements.

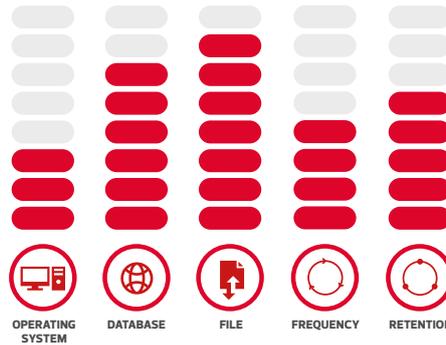
Simple, Transparent Pricing: A competitive cost per GB charging model is clear and transparent. We only charge for the amount of data you have on-premise, that you want to back up – not what ultimately ends up in our cloud after de-duplication and compression. Some providers will blind you with backend science about how much data actually arrives in their cloud and will then charge a heavy premium for its retention.

Never Send the Same Data Twice: Smart backups are cost effective. All data is highly optimised before transit, so you only ever back up what's changed or what's new. Ultimately, this helps keep the cost of the service to the absolute minimum.

Ultimate Flexibility: Depending on the amount and type of data you're backing up, we offer a wide range of retention periods for data from 30 days upward. This means you have the freedom to restore historic data as you choose, even dating back years should it be necessary.

Why ServiceWorks

ServiceWorks is CDW's cloud services portfolio. We have a long heritage specialising in the delivery of business critical IT through the cloud. We make moving IT to the cloud fast and simple through a premium, ready-made platform, relevant and flexible commercial terms and user friendly tools that enable usage to be managed in real-time. This offers the freedom to embrace the cloud at your own pace, and take advantage of all the economies it has to offer.



Powered by Technology from Leading Vendors

- **Cisco:** Gold Partner
- **EMC:** Gold Business Partner
- **HP:** Partner First Platinum
- **Microsoft:** Gold Partner
- **NetApp:** Star Partner
- **VMware:** Premier Solution Provider
- **Zerto:** Partner

Try it for Yourself

What we offer is real, is here today, and is available to you. To prove it, we want you to put us to the test. We invite you to try ServiceWorks for free for 90 days. There are no strings attached, simply tell us what service you would like to trial and we will help you make it possible.

To learn more about ServiceWorks Backup or the wider ServiceWorks portfolio contact us via:

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