



# ▶ Remote Backup as a Service for Service Providers (RBaaS)

DELIVERING AN EASILY SCALABLE, FEATURE RICH MULTI-TENANT SOLUTION

## ▶ KEY BENEFITS:

**Lower Infrastructure Costs** – Commvault software singular platform shares heterogeneous storage infrastructure across backup, archive and replication managed from a single console.

**Add New Revenue Streams** – Commvault modular product offering allows you to implement your backup solution first, then add functionality to address disaster recovery, archiving and e-Discovery over time, scaling up to thousands of servers, without having to deploy additional software products.

**Improve Operational Efficiency** – Scalable multi-tenant architecture offers built-in data compression and deduplication across backup and archive data copies, to increase performance and infrastructure efficiency.

**Rapidly Scale** – Commvault service offerings grows with your business. Start small, go BIG, there is no need for a major re-design or platform upgrade to meet your growth needs.

**Increase Productivity** – Workflow automation, reporting tools, and self-service features reduce staff time spent on manual tasks, while increasing visibility into operations.

**Guarantee compliance and security** - From encryption to granular, policy-based controls, deliver the compliance and security features needed for even the most regulated data and applications.

Read how Revera's automated and self-managed backup and restore services protect New Zealand's Government data.

[Read the Case Study](#)

## BUSINESS CHALLENGES

Service Providers are constantly challenged with providing Data Management Services at reduced costs, complexity and delivery timeframes. Customers are becoming increasingly more demanding with self-service backup, recovery and configuration change expectations when looking for a service provider. Service Providers need to have the ability to productize their chosen services rapidly, integrate into existing 3<sup>rd</sup> party cloud management portals and deliver automated billing processes.

Service Providers therefore need a wide array of physical, virtual, Application and cloud integrated data protection service catalogue options.

Commvault has a leading position to support these requirements through deep Hypervisor integration, deduplication & Cloud integrated backup and advanced recovery capabilities regardless of location. Commvault can accelerate deployment through Service Provider specific installations, RESTful APIs and its customized user-centric self-service Web Interfaces meeting the end client's use-case requirements and delivering a profitable service catalogue.

### MULTIPLE SERVICES - ALL FROM A SINGLE PLATFORM

The Commvault difference for Service Providers – simplify your environment with a single console to manage and add to your data protection service catalogues, removing the complexity of managing multiple points of control and visibility for both administration and client interface.

- Drive down complexity, with a single console to manage your environment

### INCREASE EFFICIENCIES

The Commvault difference for Service Providers – Our unparalleled integration across storage, hypervisors and cloud providers reduce infrastructure requirements increase margin potential. Increase productivity with workflow automation making redundant operations a thing of the past.

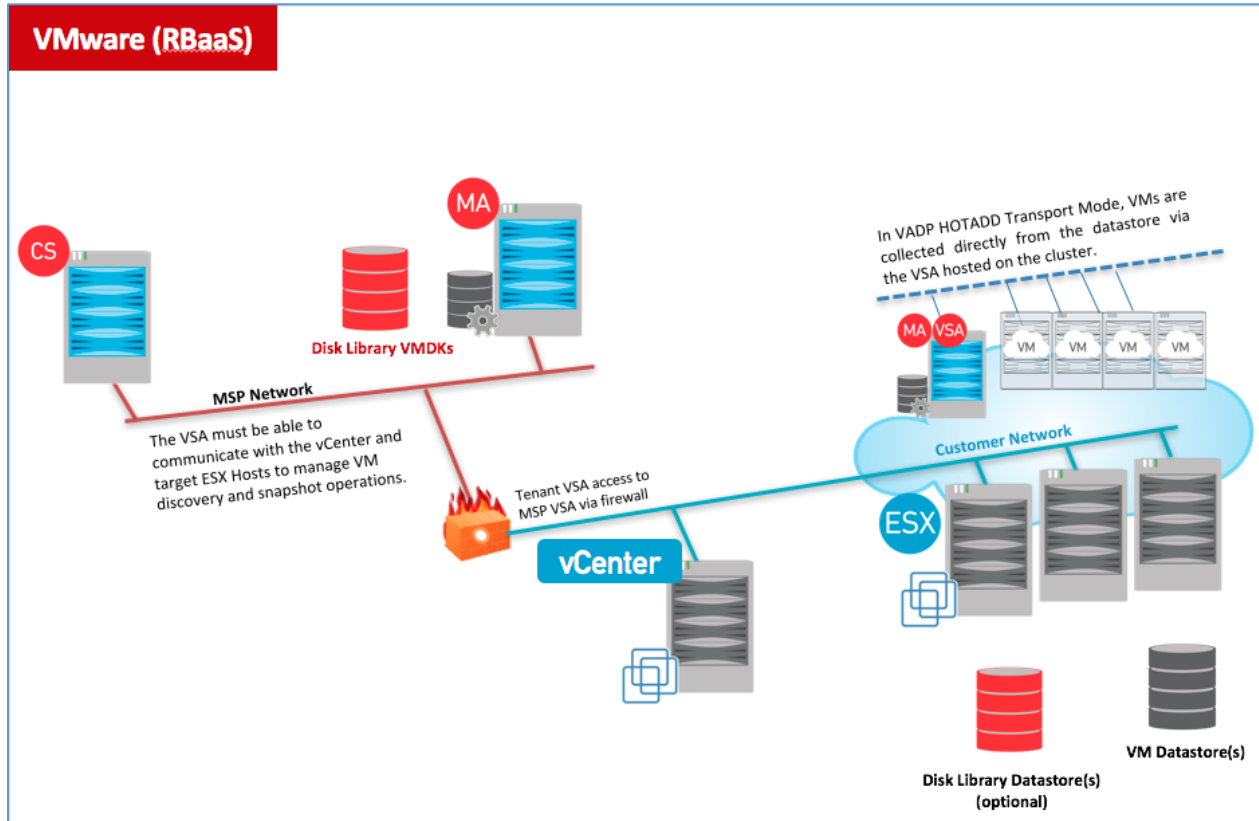
- Drive up productivity with workflow automation and unparalleled integration into applications, hypervisors, storage arrays, and cloud storage platforms

### REDUCE BUSINESS RISKS

The Commvault difference for Service Providers – choosing best of breed to build on, means less risk to you in bringing solutions to market, meeting agreed upon SLAs as well as any support of those solutions, you can tap into one of the industry's best customer service support and technology providers.

- High reliability and backup success rates help you meet your SLAs
- Award winning technology with renowned customer support

# REMOTE BACKUP AS A SERVICE SOLUTION DIAGRAM



## RBaaS Powered by Commvault - VM based Distributed Deployment

## SOLUTION DETAILS

### Remote Backup as a Service (BaaS)

Based on Commvault's multi-tenant setup, Backup as a Service supports both a cloud and hybrid backup to disk delivery models, leveraging vendor agnostic server and storage infrastructure.

BaaS protects virtual machines, physical servers and applications running on the customer premises. It uses both agentless and integrated agent technologies, including an onsite appliance option for accelerated backup & recovery. Data is securely transmitted outbound from customer premises, traversing the data link of choice to the Service Providers Data Centre.

It offers a level of self-service control via a web portal which enables the customer to interact directly with the service to choose the appropriate Service Offerings (including available Features, Options and Extras) and Service Plans (which define Schedules, Number of Data Copies & Locations, Retention and Recovery Times) relevant to their business requirements.

These are just a few of the features and capabilities BaaS includes:

- Provide protection and recovery from accidental deletion or corruption of data;
- Provide protection and recovery from a service failure
- Provide application consistent data backup with granular recoverability for supported applications / databases.
- Provide Reporting and Alerting visibility on Backup & Recovery Operations and Service Metering (Usage)

## Protection Targets

The Commvault-powered Backup as a Service includes three classes of support:

### Virtual Server

The virtual server offering is provided to service the basic backup and recovery use cases for Virtual Machines, it includes the following capabilities:

- Aimed at small to medium sized virtualized workloads
  - (eg 30GB – 300GB such as web servers)
- Agentless Protection Methods
  - (Proxy Based – Hypervisor Integrated)
- The ability to protect and recover:
  - Virtual Machine Image
  - Virtual Machine Disks and Volumes
- In-place recovery via the Self-Service Portal
- Out-of-place recovery via a Service Request

### File System

The File System offering is provided to service the granular backup and recovery use cases for Physical and Virtual Machines, it includes the following capabilities:

- Aimed at workloads of any size
  - (eg Web Servers, Management Servers and File Servers)
- Agent Based Protection Methods
- The ability to protect and recover:
  - Files & Folders (including Open File Support)
  - Operating System
- On-Demand Backups via the Self-Service Portal
- Individual File & Folder recovery via the Self-Service Portal
- Individual File Download via the Self-Service Portal
- Full System recovery
  - (including recovery to disparate infrastructure) via a service request

### Application Database

The Application offering is provided to service the advanced backup and recovery use cases for Applications running on Physical and Virtual Machines, it includes the following capabilities:

- Aimed at Application / Database workloads of any size
- Agent Based Protection Methods
- The ability to protect and recover:
  - Applications
  - Databases
  - Log Files
- Full (point in time) Application Integrated Recovery via service request
- Full (point in time) Database Integrated Recovery via a service request
- Granular Application Recovery via a service request (for supported applications)



## SUPPORTING YOUR BUSINESS TODAY AND INTO THE FUTURE

What has been outlined is a standardized service offering that allows for rapid deployment, startup and profit. The depth of our product allows a Service Provider to build other as a Service offerings depending on the business strategy and plans, for example, e-discovery, End-Point, and others.

The Service Provider doesn't have to go it alone. In addition to an easily deployed and quick to revenue service offering we also have teams whose expertise specifically focuses on our service provider partners. From assessment, customized implementations to marketing and business development our experienced service provider partner team can help our partners build out a catalogue in any area they might look to expand into.

Commvault's experience in Data Management delivers unparalleled features & functionality required to power and manage a multi-tenancy offering at scale, increasing the value proposition and go-to-market power for the managed service provider.

Give us a call today to find out how we can help build out a data protection service catalogue offering. Chances are we can get you there fast!

Click [here](#) to learn more about Commvault's Service Provider Program