ans

Managed
Backup

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Data is the driving force of your business. It allows you to serve your customers better and make informed decisions, but the increasing amount of data that digitisation brings creates more data protection responsibilities. This means it's more important than ever before to ensure your data is secure and accessible.

ANS' Managed Data Protection Service will provide you with an enterprise level backup solution and access to Commvault and Azure qualified experts, enabling you to manage, protect, and identify your data, even in complex environments.

Our Managed Protection Service will address your following challenges and questions:

- We need to maintain our backups across our environment but we're struggling to recruit or maintain a team with the right skillset.

- Our skills in the backup solution aren't strong enough – we need people who understand multiple areas of technology to help bind it all together into a seamless supported solution.

- Our business requires 24×7×365 service level, but how can we achieve this without our own follow the sun support?

- We have the internal teams and goals to develop our business and apps but require access to expertise in enterprise level backups to ensure our data protection is in line with our business plans.

- How do I keep my backups optimised and efficient?

- How do we govern change and advisory for our backup and recovery policy?

- What happens if we need to restore from backup out of UK working?

What does the service include?

1 **Discovery workshop**

During the tailored discovery workshop we'll gather information about the escalation process to help us run the service effectively. We'll also review the service acceptance criteria and produce a document of understanding.

2 **24×7×365 Support**

Our UK based secure operations centre provides around the clock technical support for high priority changes and back-up restores, provided by a team of dedicated technical experts.

3 **Self-service Management**

We can build a self-service model enabling you to restore your systems on demand. We will deliver a role bases UI allowing your chosen team to perform their duties and backup/restore and sync data.

4 **Reporting**

We've developed our own Backup Management tooling enabling our service desk to react quickly and manage all your backups with one tool. This tool will also deliver reporting for the health of the backup environment which will then be presented to you by your CSM or GLASS.

5 **Access to GLASS**

GLASS, is our instant and real-time service management portal, which has been designed to give you a completely transparent, single view of all service transactions. From incidents and changes to contractual information and reporting, the digital interface provides anytime, anywhere access.

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Speak to ANS today to find out more or visit:

ans.co.uk/what-we-do/ managed-services