



CloudRecovery FAQ



What is CloudRecovery?

Convergia's CloudRecovery service is about planning and designing your business' Recovery Time Objectives (RTO) around each application. We provide cost effective high density and low density storage and complete Disaster Recovery as a Service solutions for automatic failover.

Disaster Recovery as a Service works by first securely safeguarding your data in our Cloud. Our recovery and de-duplication testing allows us to have the fastest Recovery Time Objective (RTO) in the industry, Our Disaster Recovery and Business Continuity solutions will secure your business data and ensure minimal downtime in the event of a disaster. Keep your business applications and data safe and accessible at all times with Convergia's CloudRecovery.

Convergia's Tier 3, Class 1 data centers feature on-premises security guards, an exterior security system, biometric systems, and continuous digital surveillance and recording. We meet and exceed standards such as HIPAA, PCI compliance, and the majority of other government security standards.

Our Cloud Recovery product set is backed by one of the most advanced Storage Area Network systems in the industry, NetApp. With its own proprietary file system and fiber channel network, our SAN's offer some of the best performance and redundancy available. Our RAID configurations ensure a fault tolerance of no less than two disks which offers one of the highest levels of availability while still offering blazing performance. After failing over to the cloud, you will wonder why you hadn't migrated sooner.





Why is disaster recovery important?

Today's business environment is heavily reliant on technology and business applications, much more so than at any point in the past. The inability to access key applications and data for a matter of days due to a crisis could put a company out of business. Our disaster recovery solution ensures that business applications and data will be safe and accessible, no matter what.

What is the difference between CloudRecovery and a traditional backup plan?

The main benefits of CloudRecovery stem from using outside, higher functioning cloud resources for data center synchronization. Improved technology has made recovery systems more flexible, cost-effective and automatic. Convergia's CloudRecovery can help a business recover from a disaster in minutes or hours, rather than days or weeks. It is our premiere disaster recovery and business continuity product that ensures customer data is available in the event of a crisis, whether it's a flood, fire, rogue employee, power outage, etc. It allows businesses to keep their production servers, storage and applications on-site but add off-site servers for backup and disaster recovery in secure infrastructure that we own. There are many differentiators including scalability, reliability, recovery and peace-of-mind. We have a 100% uptime guarantee and a reliable team that offers 24x7x365 monitoring and support. You pay only for what you use with our pay-as-you-go plan, which can work for businesses both large and small. Our infrastructure resides in Tier 3 Class 1 data centers, which provide the highest level of availability and have multiple advantages over customer-based or lower-tier data centers. CloudRecovery provides support for multiple operating systems and uses enterprise-level NetApp for backup. Convergia recovery testing and de-duplication allow for the fastest RTO in the industry.



What is the difference between CloudRecovery Back-Up and CloudRecovery Failover?

CloudRecovery Back-Up is a storage-on-demand, data storage solution that provides businesses with complete control over the storage, distribution and retrieval of data from any location, anytime, using the CloudPortal. It includes features such as NetApp FAS (Fabric Attached Storage), server image backup default to 4 times daily at 6-hour increments, and snapshots held for 2 days at default. Its benefits include rapid implementation, elimination of upfront capital expenditures on hardware and ongoing maintenance, and the ability to rapidly deploy additional storage on an as-needed basis. Our Convergia Cloud Engineers work hand-in-hand with the customer to ensure the correct amount of backup has been calculated, and the data will be uploaded to the NetApp's advanced Storage Area Network (SAN) systems. The changed data will be cloned successfully and ongoing replication will take place.

CloudRecovery Failover equips customers with the tools they need to ensure their mission critical applications are available during any type of crisis. It includes all the features of the backup solution and adds spin up virtual servers kept in shadow mode. Additionally, in the vent of a disaster, these servers are put into production and users are repointed. When initiated, CloudRecovery brings a business back up in production mode within the Convergia cloud in a matter of minutes or hours. Convergia provisions virtual servers in shadow mode in the cloud for each of the critical applications and the primary servers at the customer premises are set to replicate data to these virtual ones. The customer data will reside in the cloud and remain accessible by the shadow servers in the event of a disaster.

How do I know that all my data is secure?

Convergia delivers nothing but the highest quality protection for your data and information. We've equipped ourselves with the best-in-breed, geographically diverse, SAS70, SSAE 16 Tier 3, Class 1 data centers to hold your sensitive information for safe, encrypted storage. These facilities have fault-tolerant site infrastructure with electrical power storage and distribution facilities with expected availability of 99.995%. The cooling equipment is independently dual-powered with multiple independent power distribution paths. They feature dual redundant UPS battery systems with multiple diesel generators to power the facility for seven days without primary power from utilities. The data centers also feature on-site security guards, exterior security systems, biometric systems, digital surveillance and recording, earthquake resistance, and key card protocols. Data is replicated to our data centers multiple times a day, based on the customer needs. We also provide government-grade AES-256 encryption.

Who is a good fit for CloudRecovery?

CloudRecovery is especially important for companies that run physical servers on-site, companies that live in areas affected by national disasters and companies that are heavily reliant on their data.



How fast is recovery?

When the cloud is used for disaster recovery, it provides extremely speedy recovery time that wasn't previously possible. Research has shown that cloud recovery fixed issues 2.1 hours faster than the average 8-hour recovery time of traditional systems. Our recovery and de-duplication testing allow us to have the fastest Recovery Time Objective (RTO) in the industry, getting businesses back up and running in minutes or hours, not days or weeks.

What type of control do I have as the customer?

Convergia has a Control Panel that gives the administrator access to the CloudRecovery services. The Control Panel is accessible from any device with an Internet connection. It can be used to assign additional computing resources (such as CPUs and RAM) to the shadow servers and move them into production mode.

What type of compliance measures do you have in place?

Convergia's infrastructure is designed to allow businesses to meet and exceed standards including HIPAA, PCI, Sarbanes-Oxley and many more. We have established our data encryption, protocols and procedures to follow the top compliances and ensure that customer data remains secure and confidential.

Do I have to be a large business to use CloudRecovery?

No – you don't have to be an enterprise-size business to design the right plan with our solution. With the lowest total cost of ownership (TCO) in the industry, your budget won't get in the way of safeguarding and recovering your data. Our solution helps you eliminate upfront costs and save on pricey equipment and maintenance while receiving a solution that will protect you effectively.

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For More Information Contact Us Today

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