

# UCG Enterprise Cloud Backup, Disaster Recovery & High Availability

## Protect your critical data with Cloud, Hybrid Cloud or Private Cloud options.

UCG Technologies specializes in IBM Power Systems (IBM i) and protects all platforms from 10GB to in excess of 100TB. Options include cloud backup to two remote data centers, hybrid cloud, or private cloud. Recent studies have shown a single downtime event could cost your organization between \$11K and \$25K per hour or \$600K per day. The most common reasons for data loss are human error, data corruption, power failure, natural disasters and theft.

Should a serious data loss or disaster occur, UCG provides DR and H/A options ranging from a 48 hour DR quick ship to 24, 12 and a less than 1 hour H/A RTO.

### KEY BENEFITS



- Cloud, hybrid cloud or private cloud options
- Breadth of product support—most platforms and databases
- Best in industry compression, de-dup and bit-block processing
- 19 secure, regulatory compliant data centers
- AES bit 256 encryption at rest and in flight
- Image-based backup and bare metal restore (BMR) - Physical Server
- Snapshot protection for vSphere and Hyper-v – Virtual Server
- Customized scheduling and bandwidth throttling
- Granular restore for quick recovery of files and folders
- Tiered hardware recovery for IBM Power8 (i) and Intel (vSphere and Hyper-v)
- Managed by experts with 30+ years in the industry – Knowledge, Focus, Execution, and Passion



## Our clients say it best.

A brief sample of UCG client testimonials follows. Read more at [ucgtechnologies.com/testimonials](http://ucgtechnologies.com/testimonials).

*"We operate 24/7/365, so ensuring our systems are always up is critical. When it was time for a complete technology refresh, we turned to UCG. The IBM i system they provided is absolutely essential because of its reliability, UCG's Enterprise Cloud Backup and DR is a secure solution that always works. We no longer have to deal with the time and hassle of backup tapes."*

*– Marc Masters, IT Director, Wheeling & Lake Erie Railway, Brewster, OH*

*"The level of knowledge and creative technology solutions provided by UCG for nearly 30 years is only exceeded by their exceptional customer service. They bring the ability to implement a complex multi-vendor hardware/software solution with confidence and ease. Their expertise in resolving intricate technology issues allows me to concentrate on our other strategic initiatives."*

*UCG's group of professionals is an extension of our MIS staff here at H-P. We would not be where we are today without UCG."*

*– Robert Arnold, MIS Director, H-P Products, Louisville, Ohio*

*"With UCG's Enterprise Cloud Backup and DR, I have peace of mind knowing that our data is securely backed up every day, and that I picked the right team with the knowledge to make it happen."*

*– Carl Christensen, Vice President & COO, Mid-America Door, Ponca City, OK*

## Platform and Supported Applications.

AIX	Oracle
Lotus Notes	Red Hat, CentOS, Oracle Linux, Ubuntu, Debian
Exchange Server 2007/2010/2012/2016	Sharepoint 2010/2013
HP-UX	SQL Server 2005/2008/2012
IBM i	Sun Solaris
Informix	VMware
Linux SUSE, OpenSUSE	Windows 7/8/8.1/10
Microsoft HyperV	Windows Server 2003/2008/2012



## Add a virtual, hybrid, or private cloud appliance for the best of both worlds.

By adding a local virtual, hybrid or private cloud appliance, you get the local performance of an onsite appliance and the unlimited storage capacity of the cloud. UCG Enterprise Cloud Backup & DR Appliances scale from 1TB to 50TB of storage per appliance. With an infinite amount of cloud storage capacity, and the local performance of on-premise data protection appliances with optional offsite replication to the cloud, you can count on a solution that scales with your data growth requirements and gives you the instant restore and recovery of an on-premise backup appliance.

**UCG Virtual Hybrid Cloud ERA Appliance:** A local VM slice provided by client with segmented SAN storage for UCG Cloud Backup and DR subscribers that delivers fast, LAN-speed recoveries. Holds the last seven days of backup data and automatically replicates to the UCG cloud.

**UCG Hybrid Cloud ERA Appliance:** A local backup appliance for UCG Enterprise Cloud Backup and Recovery Services customers that delivers fast, LAN-speed recoveries. Holds the last seven days of backup data and automatically replicates to the UCG cloud.

**UCG Private Cloud PnP Appliances:** An integrated backup and recovery appliance (3TB to 50TB) for the fastest path to on-premise data protection. Client site and UCG COLO.

## How it Works.

UCG's Enterprise Cloud Backup & DR centralizes the backup and recovery of data on all servers throughout the enterprise—headquarters, as well as remote and branch office (ROBO) locations. Agents automatically back up your data over a secure and encrypted internet connection to UCG's secure data centers. You are able to monitor and manage everything within a web browser. Recovery is just as easy: When you need to restore, simply navigate to the recovery point via an intuitive interface, and then click. Throughout the entire backup and recovery process, FIPS-approved 256-bit AES encryption keeps your data secure.

UCG's Enterprise Cloud Backup, DR and H/A solutions can back up and recover thousands of physical and virtual servers.

## Secure, Reliable Protection in 19 State-of-the-Art Data Centers across the U.S. and Canada.

- Our lights are always on, managing petabytes of information in multiple state-of-the-art data centers. This ensures that we operate at the highest classification levels for data center reliability and performance.
- Hot backups support 24/7 operations, backing up mission-critical applications while they are online.
- Data is stored in (2) remote locations.
- Independent SSAE 16 compliance audits, repeatedly annually, attest to the fact that our data centers and processes conform to the highest industry standards.



## Ensured Compliance with Data Protection Policies and Regulation.

- Best-practice retentions (5 dailies, 4 weeklies, 12 monthlies, and 3 annuals) are recommended.
- UCG Reports provide instant, centralized and accurate information about your entire backup and recovery process.

## Easy Deployment and Management.

- Get real-time client support.
- Manage and monitor the health of your backup environment.
- Troubleshoot failed backups with greater speed and accuracy.

## Optimized Performance with Advanced Compression and Deduplication.

- Front end deduplication uses delta block-level processing technology to ensure only new and changed data blocks within files are sent to storage, decreasing backup times.
- Compression technology and bandwidth throttling maximize backup speed and minimize impact on productivity.

## World-Class Customer Support.

- UCG data protection experts are available 24/7/365.
- UCG Professional Services teams can help you design, test and execute your data protection strategy.
- Single-pass system and data recovery using bare metal capabilities.
- Accelerated recoveries using onsite virtual or physical appliances.
- Multiple recovery time options in case of site wide or regional disaster.

### RECOVERY OPTIONS



- Granular restore
- Bare metal restore
- Files & databases
- System configuration data to a different location and/or hardware
- At network speed
- Physical to virtual server
- Parallel restores (or restore streams)
- No cost to recover data



## Remote Hardware DR Options to Meet Your RTO Objectives.

- 48 Hour DR Quick Ship Program included for IBM i Subscribers at no additional cost.
- 24 or 12 Hour RTO Remote Hardware DR for IBM i and Intel (VM) – Shared or Dedicated Resources.
- Managed Service < 1 Hour H/A for IBM i and Intel (VM).

## UCG Accelerates Time-to-Value.

UCG puts our expertise to work for you. Our Senior Engineers optimize your infrastructure using the best, most reliable data storage technologies and services. We'll put best-in-class solutions to work for you from a comprehensive portfolio of our cloud, hybrid cloud and private cloud solutions that enable safe storage and reliable access to information to unlock revenue potential and enable your organization to realize the full value of your data, with:

- Professional Services for strategic consulting, solutions design services, implementation and migration.
- Managed Services to simplify operations and maximize ongoing value.
- Training Services to develop skills and expertise that optimize your investment.
- Support Services for expert help when you need it, backed by solid SLAs and trusted experts.

The technology behind UCG Enterprise Cloud Backup & DR has enabled the safekeeping of more than 40% of the world's digital information

## Enterprise Security Training.

Cybercrime has gone pro. More than ever, your users are the weak link in an organizations network security. Enterprise Security Training is essential in order to keep security top of mind. Together with our partner KnowBe4 (KB4), UCG provides a comprehensive managed service.

Training includes integrated baseline testing using mock attacks, interactive training, and continuous assessment through simulated phishing, vishing and smishing attacks. Scheduled simulated phishing attacks and monthly reports will provide executives the insight they need to maximize training ROI and track security compliance.

Evaluate your online security with our free phishing test for all active email users. Visit [ucgtechnologies.com/KnowB4](http://ucgtechnologies.com/KnowB4) or email [info@ucgtechnologies.com](mailto:info@ucgtechnologies.com)

A base number of KB4 training licenses are included at no additional charge to current and future UCG Enterprise Cloud Backup, DR and H/A subscribers.



**KnowBe4**  
Human error. Conquered.

### UCG Technologies

7100 E. Pleasant Valley Road, Suite #250  
Independence, OH 44131-5556

We look you in the **i**

