

## OUR BACKUP SERVICES AT A GLANCE

- » Access and recover data from the Contour Cloud directly from the **cinch** Self-Service portal; track cloud repository consumption and billing.
- » Encrypt data at the source, in flight and at rest, without negatively impacting data reduction ratios.
- » Support for VMware, Hyper-V and Physical servers
- » Application integration for granular recovery
- » Optional management from Contour Cloud to offload daily management and troubleshooting
- » Built in compression and WAN acceleration to reduce the amount of data transmitted over the network



## BACKUP as a SERVICE

### Technical Overview

The Contour Cloud delivers powerful and reliable offsite backups to help you avoid the risk of catastrophic data loss and corruption. Protect your data by securely sending your backups offsite to the Contour Cloud. Our solution supports local and cloud backup and recovery to ensure your data is always available when you need it.

*Get your backups offsite in three easy steps:* **Step 1:** Establish connectivity to the Contour Cloud via a secure SSL connection or direct point-to-point. **Step 2:** The Contour team will install the backup software on your virtual and/or physical servers and identify application integration for granular restores. **Step 3:** Provision storage in the Contour Cloud, select your backup schedule and retention policy and away you go!

Contour's highly certified, 24x7x365 Network Operations Center (NOC) provides proactive monitoring to ensure your backups as completing within their scheduled window. If we identify a failure, we'll notify you immediately and provide remediation. If you need to request a deleted or corrupted file, we can help recover your files or servers back to the source environment.

### Backup Types

**Disk/Volume** – Contains an entire copy of the selected disks or volumes and can provide recovery for entire disks, volumes, and individual files and folders.

**File/Folder** – Protect user-defined individual files and folders on the source machine.

**Applications** – Protect and provide granular level restores for application specific data from supported applications.

**Office 365 Mailboxes** – Protect Office 365 mailboxes and provides granular restores for individual items or entire mailboxes.

### Recovery Methods

**File** – Individual files or folders can be directly restored to any machine with an installed agent or downloaded from the management portal.

**Image** – Restore entire physical servers or virtual machines.

## Security

All traffic sent from the client machine to Contour Cloud is transmitted over SSL encryption or secure VPN. Create your own key to enable AES-256 key encryption within the backup plan settings. In doing so, the backup data will be encrypted before transmission from the source server; providing end-to-end encryption from the source and destination storage environment. Any restoration of AES-256 encryption backup data requires input of the key before a recovery can be executed.

## Managed Backups (Optional)

Contour will manage the following aspects of the Backup-as-a-Service platform on your behalf:

- Backup job creation or modifications
- Restoration of images and files/folders to source
- Monitoring of backup plan success and failure activity

## ContourCinch<sup>™</sup>

### Dashboard for easy access and on demand reporting

**Cinch** is Contour Cloud's proprietary automation platform, enabling self-service to easily create, modify and manage all of your infrastructure and cloud data. **Cinch** makes it easy to find information, manage your account and instantly connect with your Contour team. **Cinch** components include:

- **Cinch Dashboard** provides a quick overview of your entire account. Instantly view all recent activity, including bills, reports and tickets.
- **Cinch Solutions Center** provides real-time status of your active components, ability to manage your components and add additional components on the fly.
- **Cinch Management Center** provides details on your individual Contour Cloud instances including IP addresses, hardware specs, inventory items, bandwidth usage and scale optimizer to set rules for potential traffic spikes.
- **Cinch Security Center** provides you the insight to see all your security patches and KPI data.
- **Contour Cares Support** provides updates on existing tickets and gives you the ability to open new tickets and contact our support team.
- **Cinch SLAs** provides real-time insight into your systems and whether or not Contour is hitting our agreed upon SLAs.