

OUR DISASTER RECOVERY SERVICES *AT A GLANCE*

- » Disaster Recovery offering with continuous replication providing proven RPOs of seconds and RTOs of minutes
- » Customized DR Runbook that includes a step-by-step process for failover and failback
- » Support for both VMware ESXi and Microsoft Hyper-V environments
- » Built-in data compression to reduce bandwidth requirements for initial data sync and ongoing replication
- » Testing to validate recovery operations with supporting reports to satisfy compliance requirements
- » Recovery of individual applications or entire data centers with the click of a button
- » Granular point-in-time recovery with write-order fidelity across all protected virtual machines in a single virtual protection group (VPG)



DISASTER RECOVERY as a SERVICE

Technical Overview

Contour's Cloud delivers an automated, scalable DRaaS solution for organizations who can't tolerate downtime. Contour's DRaaS solution enables continuous replication for near zero Recovery Point Objectives (RPOs) and custom Recovery Time Objectives (RTOs) to meet your business requirements.

Contour's DRaaS platform is implemented in three easy steps: **Step 1:** Establish a secure private network via MPLS or VPN. **Step 2:** Deploy the required software components within the source compute environment. **Step 3:** Begin replication for the selected workloads.

Service Options

Contour Cloud DRaaS offering has two types of service:

Replica Copy provides secure, image-based backup and recovery capabilities that enable you to protect important virtual and physical workloads by replicating to and recovering in the Contour Cloud.

Real-Time Replication provides continuous, real-time replication capabilities that enable you to protect important virtual workloads by continuously replicating to and recovering in the Contour Cloud.

How does Replication Work?

Replication functions at the hypervisor level so there are no conflicts with traditional backup agents that may be simultaneously operating on the protected VMs which allows for an additional layer of data protection. Once I/O is written to the Contour Cloud and journaled, checkpoints are recorded in the journal every few seconds, which allows you to failback to any point in time recorded in the journal's history with write order fidelity across all protected VMs. The journal length is configurable and directly relates to the number of available checkpoints and storage consumption in the Contour Cloud.

What is Required?

- Minimum bandwidth of 5 Mbps
- Private MPLS or VPN network connectivity between your source compute environment and the Contour Cloud
- **VMware** vCenter Server versions 4.0U1 or higher with at least one ESX/ESXi host
- **Hyper-V** Microsoft System Center 2012R2 with VMM and at least one Hyper-V host Only
2012 R2 Hyper-V hosts are supported

Contour Cloud Runbooks

Contour Cloud Recovery Experts will work with you to develop a customized DRaaS runbook, which includes all the necessary actions to failover the protected environment in the event of a disaster. Regular updates to the playbook are performed to ensure changes in your source environment are taken into account in your overall disaster recovery plan.

Service Level Agreements

Service Level Agreements are based on Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs). RPOs and RTOs will be established and documented in the customer's DRaaS runbook. RTOs range from minutes to hours. Attainable RTO will be established through simulated failovers and are based on the customer's environment size and bandwidth availability.

Testing

Unlimited bubble tests included with your Contour Cloud DRaaS solution. One annual, comprehensive DR test with the Contour Cloud Recovery team includes the following:

- Automatic failover testing
- State of the VM on failover
- Timing of RTO and network setting
- Test and validity of DR runbook
- Network Connectivity (external testing)
- Actual DNS changes in production
- Failback
- Recovery Health
- Replication Monitoring
- Pre- and Post-test planning sessions

Contourcinch™

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.