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Carbonite® Disaster Recovery-as-a-Service

Disaster recovery for critical systems with low tolerance for downtime

When a critical system goes down, whether from ransomware, natural disaster or human error, businesses suffer lost revenue and productivity until normal operations resume. The fastest way to recover is to relocate the workload to another server, often at a secondary location. But for most businesses, the redundant hardware, data center space and additional IT resources are too costly to make this a viable option, leaving many small and midsize businesses unprepared in the event of a disaster. With few resources available to manage a full disaster recovery program, many businesses rely on self-service software to meet their basic needs. These self-service solutions can be effective for businesses that can apply proper configuration settings and dedicate resources to manage a disaster recovery environment. But many companies need a more assisted option to help with installation, reporting, auditing, compliance, and hands-on management should disaster strike.

Instead of living with the risk of unexpected downtime, companies can trust Carbonite, which offers small and midsize businesses options for disaster recovery that aligns with their recovery objectives and the resources they have – or may not have – available.
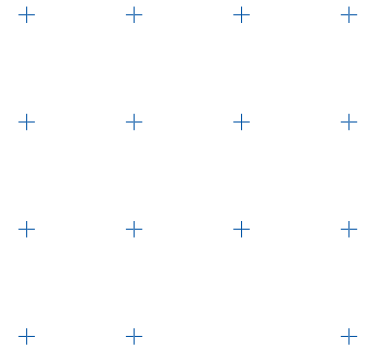
Carbonite® Recover

Carbonite® Recover, offered as self-service disaster recovery software hosted by Carbonite, reduces the risk of unexpected downtime by securely replicating critical systems to the cloud, providing an up-to-date copy for failover when needed. Replication from the primary server to the cloud happens continuously at the byte level. When an outage occurs that meets a pre-established failure threshold, businesses can immediately fail over to the secondary environment. Total downtime or RTO is measured in minutes, and the recovery point, or RPO, is measured in seconds, virtually eliminating the impact of the outage.

By securely replicating critical systems from the primary environment to the cloud, Carbonite Recover ensures that an up-to-date copy is available for failover at any moment, minimizing downtime as well as costs.

With a self-service model, the installation, testing, reporting, management and disaster failover are managed by the business. Carbonite Recover includes non-disruptive self-service tests and failover reports that provide proof that systems are recoverable, because having confidence in your data protection systems is a high priority.

Carbonite® Managed Disaster Recovery

For businesses that require a more hands-on approach, Carbonite combines Carbonite Recover with a remotely monitored and managed service to help protect critical systems. Carbonite Managed Disaster Recovery includes not only the initial setup and deployment of Carbonite Recover software but also ongoing management and validation that the disaster recovery solution is functioning correctly, helping to ensure the business can be brought online in the event of a disaster.

Key benefits

- Continuous, real-time replication for always-on data protection

- Recovery times (RTO) measured in minutes, and recovery point (RPO) in seconds, reducing the risks of lost productivity and revenue

- Push-button failover and failback reduces complexity of moving workloads to and from the cloud

- Optional professional services support including initial deployment and testing

- Optional managed service support with a dedicated, experienced team to enhance software capabilities

- Optional managed service that provides software maintenance and upgrades, and support for compliance auditing, industry certification and regulation needs.

Delivered by the Carbonite Professional Services Team, Carbonite Managed Disaster Recovery includes monitoring, reporting, testing, maintenance, and disaster recovery failover initiation and support.

Carbonite Managed Disaster Recovery also includes:

- Daily monitoring to validate systems are online and protected
- Weekly reporting on uptime and protection status, including the health of the replication environment as well as any issues that were corrected and remedies for those issues
- Bi-annual report as part of the testing cycle with demonstration of failover that helps support audit requirements
- Bi-annual, non-disruptive testing of all servers under management with post-test reports showing which servers were brought online and how long failover took
- Software maintenance and upgrades for Carbonite software within 30 days of release
- Disaster declaration and failover in the Carbonite cloud upon notification by the customer, as defined by the SLA

By focusing on these critical areas of service, customers will benefit from a dedicated, experienced support team that enhances Carbonite Recover capabilities, with support for compliance auditing and industry certification or regulation needs. In addition, the service includes hands-on recovery of systems if needed, regular testing and upgrades to latest software versions.

Pricing and licensing

Carbonite Recover is offered as a term-licensed subscription service with pricing based on the overall size of the protected data footprint. Carbonite Managed Disaster Recovery service is available as an add-on to Recover software fees and priced per protected server. Carbonite Managed Disaster Recovery service applies only to the Carbonite Recover software and server availability components and does not include infrastructure services, network services, infrastructure monitoring, application monitoring, application services, application uptime or user availability, application maintenance or upgrades.

Contact us to learn more – Carbonite US

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