

Carbonite Professional Services

Get projects off the ground or across the finish line with help from our experts.

Deploying Carbonite, in the vast majority of cases, requires little or no assistance from us, especially when you understand the basics of data protection and disaster recovery methods. Occasionally, when dealing with complex datacenter environments and technology configurations, some additional support may be necessary. In these instances, the Carbonite Professional Services team is available to help with a wide range of options, including validation testing of disaster recovery solutions, enabling large scale migrations, and assisting in complex data migrations, upgrades and much more.

Migration readiness

Whether driven by mergers and acquisitions, or by the overall growth in business data, service providers are sensing the need for a non-disruptive workload migration process. It's not that migration is inherently difficult. It's just that it becomes more difficult as system complexity increases, and as the number of migrations you have to perform goes up. But when there's a proven process for migrating workloads, performing them successfully and reliably becomes far simpler. Understanding the nature of workloads in the datacenter and how to group them is extremely important. Carbonite Professional Services performs workload migrations on a daily basis for large global organizations and over a wide variety of migration types. With help from our team of experts, you can generate a full inventory of all applications, and where they reside and intersect by connectivity and application communication. By creating application and server consistency groups, we help you organize the environment by function, giving you the foundation of a project plan and helping you create a migration strategy.

Carbonite Professional Services also performs network discovery, allowing you to view each device on the network including routers, switches, servers, wireless apps, phones, servers, workstations and printers. Our topology discovery identifies and scans all network segments connected to the routers. You can also specify network segments through the use of specific IP address ranges. This gives you a full view of the entire network or specific network segments.

In addition to understanding the contents of your environment, our team can also perform diagnostics on system and network capacity planning, where we help you determine the rate of change on a server, how much bandwidth you may need, how active the server is and how much compression will affect data transmission.

Migration as a service and cloud onboarding

For migrations into the hosted cloud or hosted server environments of Windows and Linux servers, service providers can offload much or all of the project to the Carbonite Professional Services team, who are specially trained in best practices and end-to-end implementation of Carbonite data protection solutions. Our experts can offer you a combination of scheduled on-site, remote or on-call services for onboarding customers



Carbonite Professional Services support options:

- Project scoping and planning
- System discovery, mapping
- Migration readiness
- Installation and configuration
- Custom implementations through scripting or DR planning
- Cluster migration
- Customer onboarding to hosted environments
- Failover testing and validation for compliance auditing
- Migration as a service (MaaS)
- Knowledge transfer of solutions and disaster planning
- Health check and recovery services
- Proof of concept (POC) to understand product capabilities and functionality demonstrations
- Capacity planning for server transformation and network utilization determination

into your cloud to eliminate the need for on-site technical staff to perform the migrations. This includes the following:

- Planning and environment discovery
- Proof of concept (POC) migrations
- Installation and configuration of Carbonite software for migrations and completion of the migration project as a turnkey solution
- Troubleshooting during migration jobs or migration planning
- Server migration cutovers and upgrade migration cutovers
- Support call escalation and additional support
- Migration training for partner staff on complex migration scenarios

Disaster recovery deployment and support

Carbonite Professional Services is also available to help with on-site, remote or ad-hoc support for managing, architecting or engineering our high availability and disaster recovery solutions. This hourly based or project delivery-based service can be used for:

- Disaster recovery and business continuity planning
- Proof of concept or demonstration of functionality
- Project kick-off meetings or technical discussions on project solutions and delivery
- Installation and configuration of Carbonite software solutions
- Failover testing and documentation
- Scripting assistance to automate recovery and business recovery solutions

Custom implementations and migrations

Carbonite makes it possible to adapt our solution for a wide range of custom configurations through API integration, customized PowerShell scripting or other types of customized monitoring solutions. This is especially useful, for example, when migrating Microsoft clusters, SQL upgrades, Operating System upgrades or any other type of hardware migrations and infrastructure upgrades to your environment to continue high availability of the infrastructure and hardware availability. Our Professional Services team is trained and certified to perform these migrations without breaking the cluster services, eliminating the need for long downtimes associated with upgrading a datacenter environment.

Contact us to learn more – Carbonite US

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About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.

Audit compliance testing and validation

Whether you're subject to industry or federal regulations, have internal company auditing practices or are simply following disaster-planning best practices that are part of your business or industry, you may be asked to verify that systems dedicated to data protection are functioning and reliable. Carbonite Professional Services can help you test and validate your current environment, and recommend enhancements when necessary. We'll help you identify issues that can prevent you from achieving goals, such as failover time or data recovery, and give you a full report with detailed logs, screenshots or other required documentation for demonstration of recovery capabilities. We'll also help you configure the solution for optimal performance, and provide detailed knowledge transfer to make sure you or your customer is using the latest product features, configuration options or solution design for necessary RPO and RTO.

Business continuity and disaster recovery planning

Most customers have not updated their BCP or recovery plans for some time, if they've updated them at all, since implementing a backup or recovery solution. Carbonite Professional Services can help you establish a proper business continuity or disaster recovery plan for your specific environment and recovery needs. Our team of experts can help you define risks for a business, determine how those risks will affect operations, and implement safeguards and procedures designed to mitigate them. We can also help you test these procedures to ensure they work, and periodically review the process to make sure it's up to date. This can also include different data and application recovery plans, strategies and runbooks for recovery systems at multiple tiers in the event of a disaster that can be implemented by any member of your organization.

Find the finish line

Service providers bring years of expertise to every project, and can likely handle upwards of 90 percent of the work associated with onboarding a new customer into their datacenter. It's figuring out the remaining 10 percent that often winds up causing delays, headaches and problems with the overall migration project. By scheduling a consultation with a qualified expert from the Carbonite Professional Services team, you can get the help you need to jump start complex projects and get them across the finish line on time. Carbonite Professional Services gives you a wide range of options to support complex data migrations, replication and protection of your data components and disaster recovery projects, to help you be successful when it really counts.