

# Carbonite Recover for Service Providers

## Easy to manage disaster recovery designed to meet the needs of service providers

The market for disaster-recovery-as-a-service (DRaaS) is growing rapidly, as IT downtime becomes harder for organizations to bear. This represents a huge opportunity for service providers, because maintaining a dedicated disaster recovery (DR) site is cost prohibitive for many organizations.

With Carbonite Recover for Service Providers, you can be confident customer systems are protected and easy to recover. Continuous, byte-level replication from the primary server to the cloud ensures that server replicas are always current. With Recover for Service Providers, RTO is measured in minutes and RPO in seconds—virtually eliminating the business impact of an outage.

Carbonite Recover for Service Providers enables you to deliver reliable, cost effective DRaaS.

### The best solution for your customers

As you know, service providers must support a wide variety of technology needs and deliver top notch customer service. That's why Carbonite Recover for Service Providers was designed to support complex IT environments. The solution offers:

- Seamless failover/failback and cross-platform recovery
- Historical recovery points
- Orchestration for multi-tier applications
- Bandwidth optimization, exclusion rules, and simplified DNS management to maximize efficiency
- N:1 topology to lower customer costs, keeping recovery servers offline until needed
- Automated DNS updates of recovered systems
- AES-256 encryption, in flight and at rest
- Streamlined administration to view and edit job status and create exclusion policies to optimize protection performance
- Deferred VPN setup with Direct Connect to deploy protection quickly



### Key benefits

- Secure replication of customer systems to your cloud
- RTO and RPO measured in minutes and seconds
- Orchestration for multi-tier applications, with boot order, scripting and automated discovery
- Multi-tenant management from a single, white labeled console
- Non-disruptive testing
- Integration with your dashboards, portal and management infrastructure

### Supported platforms

#### Source

- Microsoft Windows
- Red Hat Enterprise Linux
- CentOS
- VMware and Hyper-V

#### Target

- VMware vCloud Director

## Engineered for service providers

Carbonite Recover for Service Providers is designed specifically to meet the needs of service providers. It offers:

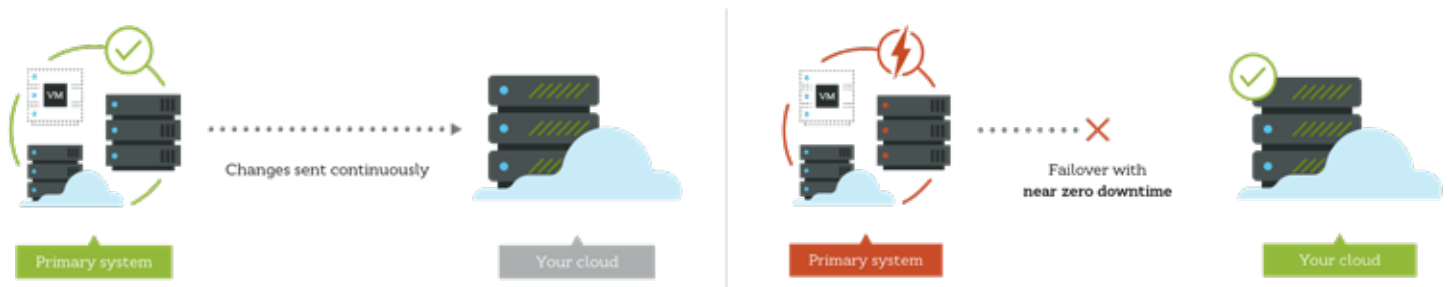
- Multi-tenant, scalable management from a single console
- Automated provisioning of secondary systems
- Automated discovery of customer's primary systems
- API and SDK integration for custom integration and automation
- Robust reporting
- Non-disruptive, self-service testing available anytime with award-winning customer support
- White label capabilities

## On Demand billing saves time and money

Carbonite's flexible On Demand billing is optimized for your business model, with detailed monthly reporting and streamlined invoicing. Recover for Service Providers delivers:

- Usage-based billing: No up-front licensing costs
- Tiered pricing that rewards program growth with margin-building discounts
- Robust reporting: Easily track and report on customer usage
- Itemized invoicing that eases customer billing

## How it works



Onboarding is fast and simple: Recover for Service Providers automatically pushes replication agents to customer systems and configures the service. Once configured, customer data is continuously replicated to your cloud at the byte level, minimizing performance impact to the protected systems and network.

When an outage occurs, the secondary systems in the cloud can be spun up so quickly that users may not even notice a disruption in service. And, when it is time to fail back to primary systems, the process is easily reversed.

### 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](https://carbonite.com) and [webroot.com](https://webroot.com).