CLOUD BACKUP SERVICES POWERED BY VEEAM

aptum

WILL CUSTOMERS GET CHARGED ON A BANDWIDTH USAGE/CONSUMPTION BASIS?

No, customers will be charged on their storage bundle fee and license fee. Backups are all within the same data center so the price to backup their servers excludes bandwidth.

WHERE CAN THE CUSTOMER GO TO SEE THEIR UTILIZATION?

Customers can log into their My Aptum portal to review a dashboard of their usage, although this functionality won't be available at launch. A usage report request can be made every month in the interim via raising a request with support.

ARE WE INSTALLING A SEPARATE NETWORK TO TRACK BANDWIDTH INDEPENDENTLY?

Veeam backup traffic is between the customer vCenter and VMware hosts and the Aptum Veeam backup server only. Veeam does not interact with the target Virtual Machine unless a database option is selected, and the database traffic will be slight. The traffic to the Veeam backup servers has been whitelisted from the customers bandwidth usage and will not count against their bandwidth allowance.

WILL CUSTOMERS BE ALERTED TO HIGH USAGE INSTANCES SO THAT THEY DON'T RECEIVE SURPRISE COSTS?

Yes, this will be part of the dashboard accessed through the MyPeer1 portal but this will not be available at launch. We are currently exploring options to see if we can offer something in the interim.

WHAT LEVELS OF ENCRYPTION ARE DETAILED IN THE BACKUP?

Because Aptum are doing all the compressions and de-duping on the Enterprise Storage appliance, we don't enable encryption or compression in the Veeam jobs themselves. Backups will automatically be encrypted in transit between the customers solution and our Veeam backup servers, but not at rest.

WHAT KINDS OF STORAGE ARE WE BACKING UP TO?

EMC data domains on hard disk based storage.

ARE THE WINDOWS OF TIME USED FOR BACKING UP INTERCHANGEABLE ACCORDING TO CUSTOMER PREFERENCE?

Customers can request a specific time to backup to, however, we can't guarantee time slots due to demands of other backup jobs on the Veeam server. Each request will be reviewed individually.

CAN BACKUP REQUESTS BE ACTIVATED AROUND THE CLOCK?

Yes, our front line support team can trigger existing backup jobs for customers and provide restores 24/7, 365 days of the year. New backup jobs or changes to existing jobs has a three day SLA once the order is approved.

CAN WE REDUCE THE RPO (RECOVERY PLAN OBJECTIVE) FROM 24 HOURS AND CAN WE REDUCE IT ON A PER VM BASIS?

We can offer tailored backup frequency and retention via a CSR, but we would strongly suggest that you use the existing plans. For SQL servers we include a SKU that offers hourly transaction log backups that will allow you to restore to any point in time by the minute from the oldest backup point to the last hourly transaction log backup.

WILL APTUM MANAGE THE ENCRYPTION DETAILS?

Encryption in transit is already built into the product and is encrypted in flight, so no keys or passwords are needed.
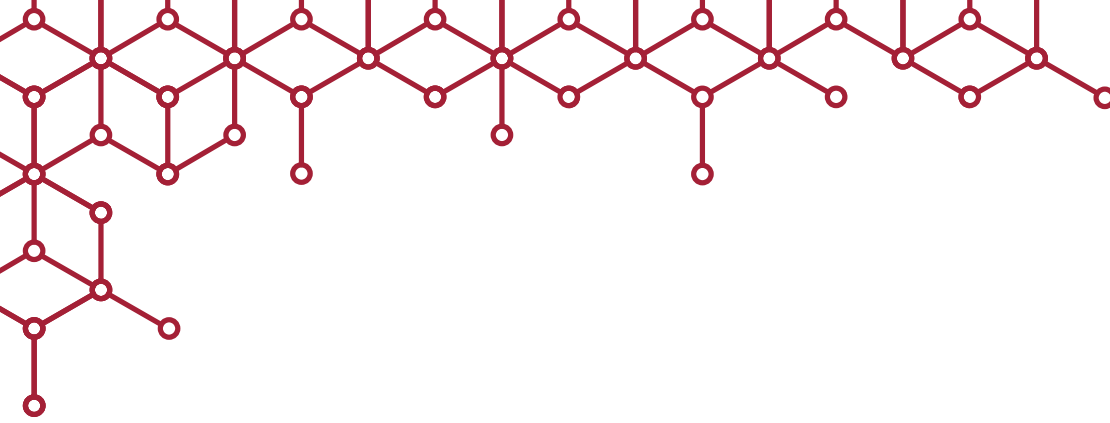
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ABOUT APTUM TECHNOLOGIES

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