

Singtel Business

Product Brochure
Managed Backup-as-a-Service



Protecting enterprises from potentially disastrous data loss.

Singtel Managed Backup-as-a-Service protects enterprises from the consequences of data loss caused by factors such as malware, system failure, human error or natural disaster. It ensures that your business is able to store, protect and manage your data to meet the 24x7 availability requirements of critical information, and restore quickly in the event of system failure.

Singtel

Managed Backup-as-a-Service

Enterprise Challenges

Data is essential to every business. The loss of critical information such as customer data could have serious consequences ranging from financial loss and regulatory non-compliance to customer service glitches and reputational damage.

It is therefore vital for enterprises to find ways to ensure data availability in the face of threats and incidents such as natural disasters, human error, hardware failure, data corruption and, more recently in the headlines, ransomware and other malware attacks.

To achieve this, enterprises have to maintain regular, up-to-date backups of critical information, store the backup copy securely off-site, and make sure that they are able to restore the data from the last known clean version quickly and efficiently so that operations can resume for business as usual.

What is Singtel Managed Backup-as-a-Service

Singtel's Managed Backup-as-a-Service (BaaS) is a cost-effective managed data protection solution that leverages Singtel Managed Virtual Private Cloud (SMVPC) for tapeless, off-site backup.

We remotely manage and host the backup solution, providing you with the assurance that your data is protected and can be restored quickly and efficiently when required.

Features

Agent-based file-level backup and restoration

- Offers agent-based file-level and image-level backup and recovery of the customer's virtual machines to disk.
- Only unique blocks are sent over the Local Area Network (LAN), thereby reducing network traffic.

Daily full backup to disk

- Logical daily full backup is created from the combination of the initial backup and the daily updates.

Tapeless protection for maximum flexibility

- Backup process is automated, thus eliminating human errors that could arise with the manual handling of tape.
- Backing up data to the cloud ensures that it is safe in the event of physical disaster at the primary site.
- Backup data can be stored in SMVPC either on site, off site or a combination of both.

Rapid recovery

- Virtual machines, files and image are restored directly from logical daily changes without involving tapes or the need to consolidate multiple backups.
- Data can be retrieved on demand for compliance or legal discovery.

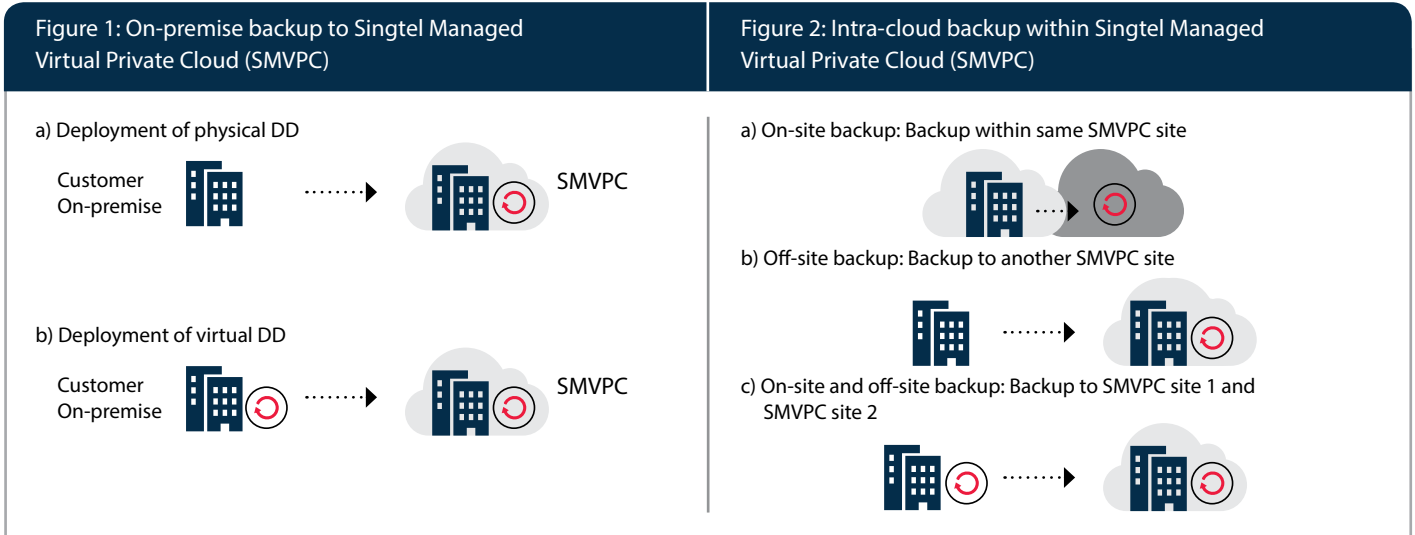
Simplified billing with flexible data retention options

- Minimal setup cost with predictable monthly bills.
- Charges based on front-end storage (per GB), with a choice of the following retention policies:
 - 7 days
 - 30 days
 - 1 year
 - 7 years

Deployment models

Singtel Managed BaaS gives enterprises the option of an on-premise backup to SMVPC or intra-cloud backup within SMVPC. The latter can be in the form of on-site backup within the same SMVPC site, off-site backup to another SMVPC site, or a combination of both.

BaaS deployment model



Benefits



- Scalable backup**
- Leverages cloud as an extended off-site backup.
 - Scale as your data grows.



- Reduces business and IT risks with dual-site option**
- On and off-site backup eliminates business and IT risks associated with single-site operations.



- Reduces the burden of managing backups in-house**
- Minimises operational costs and time involved in performing own backup tasks.
 - Self-service interface option for end-user to configure backup schedule, select retention periods, select file to restore and view job progress.

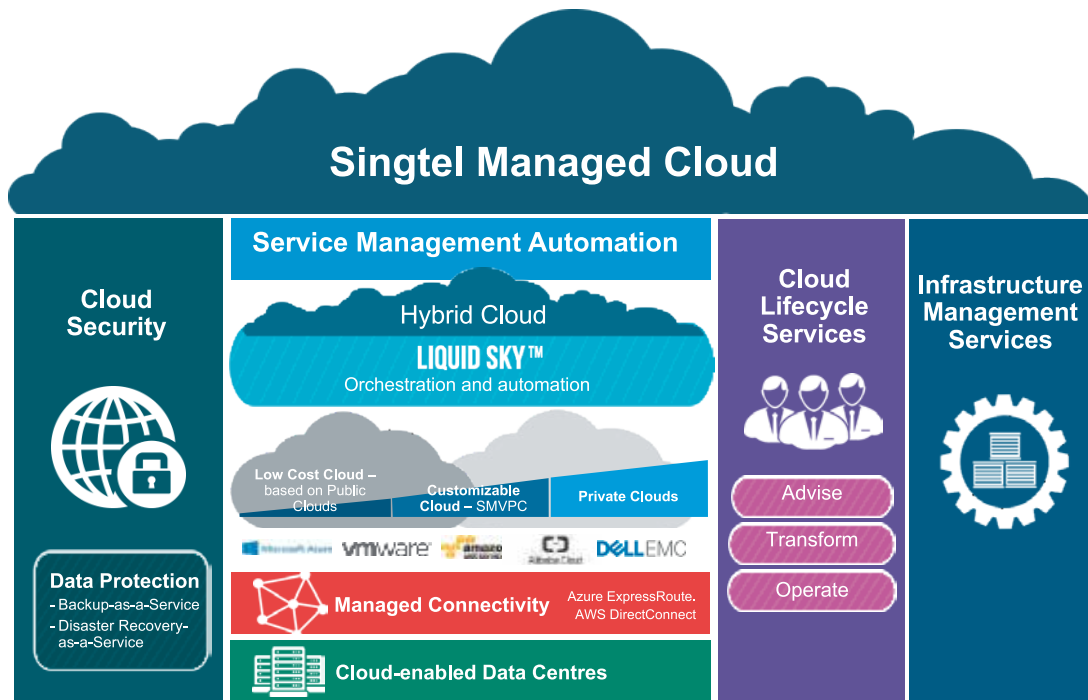


- Quick and efficient backup and restoration**
- Backup window is greatly reduced with the deduplication of backup data and by sending only unique blocks over the LAN.
 - Faster, less costly and reduce risk of human error compared to traditional tape backup.



- Peace of mind with SLAs and data compliance**
- Locally hosted to comply with data residency and sovereignty requirement.

Cloud Operating Model and Singtel Managed Cloud Portfolio



According to research firm IDC, there are five stages to cloud maturity - ad hoc, opportunistic, repeatable, managed and optimised. The Singtel Hybrid Cloud Operating Model (COM) helps enterprises to determine their current level of maturity and what their end stage should look like. It also identifies current gaps and opportunities for capability development, and provides a checklist of activities that enterprises need to accomplish in order to build those capabilities and achieve their target stage. These activities are focused around Governance, Information Assurance, Service Integration, Service Operations, Service Management and People Development.

Underpinning the COM is the Singtel Managed Cloud Portfolio which provides businesses with the tools, infrastructure platforms and expertise they need to succeed at each stage of cloud maturity. The portfolio comprises Managed Public Cloud, Managed Private Cloud, Managed Virtual Private Cloud, as well as a suite of Cloud Lifecycle Services and an innovative hybrid cloud management tool (Liquid Sky™) for service automation and orchestration.

We also have a full range of services encompassing security, data centres, network connectivity and managed services to help businesses in their cloud journey.

Why Singtel



The only cloud service provider to offer a COM designed to drive enterprises towards cloud maturity. COM provides a framework to help enterprises build capabilities and achieve successful outcomes required for each stage of cloud maturity.



Highly skilled, certified cloud experts with multi-disciplinary experience in cloud solution architecture, consultation, project management and SysOps administration to support businesses in their cloud strategy planning, migration, operations and management.



The most complete selection of cloud platforms from public clouds to virtual private cloud and private cloud platforms, allowing you to choose the best fit for the different workloads that you have.



Backed by a full suite of market leading network connectivity, security and data centre offerings and managed services from Singtel.



Extensive experience in delivering secure managed services and deploying large-scale cloud projects including the Singapore government cloud.



Highly-resilient world-class data centres built to TIA* Tier 4 specifications, providing secure and trusted hosting to meet businesses' data sovereignty requirements.



A single point of contact for customers looking to grow their presence in Singapore and the region.

About Singtel

Singtel is Asia's leading communications and ICT solutions group, providing a portfolio of services from next-generation communication, technology services to infotainment to both consumers and businesses. For consumers, Singtel delivers a complete and integrated suite of services, including mobile, broadband and TV. For businesses, Singtel offers a complementary array of workforce mobility solutions, data hosting, cloud, network infrastructure, analytics and cyber-security capabilities. The Group has presence in Asia, Australia and Africa and reaches about 640 million mobile customers in 22 countries. Its infrastructure and technology services for businesses span 21 countries, with more than 428 direct points of presence in 360 cities.

Awards

Asia Communication Awards

Best Enterprise Service - Connectivity as a Service (2013)
Best Cloud Service (2011 & 2012)
Project of the Year - G-Cloud (2014)

Cloud & DevOps Awards 2016

Best Cloud Computing Adoption Project (G-Cloud)

Computerworld SG Readers' Choice Awards

Best Data Centre and Hosting Services Provider
(2007 & 2009 - 2013)
Best Managed Connectivity Services Provider (2006 - 2013)

Computerworld Singapore Customer Care Award

Cloud Services (2012 - 2013)

Frost & Sullivan Asia Pacific ICT Awards

Telecom Cloud Service Provider of the Year (2012, 2016)

Frost & Sullivan Best Practices Award 2017

Singapore Managed Cloud Service Provider of the Year

IDC MarketScape in Asia Pacific 2013

A Leader for Datacenter and Hosted Cloud Services

NetworkWorld Asia Readers' Choice Product Excellence Awards (2013)

Managed Infrastructure Services
Cloud Infrastructure Provider

Telco Cloud Forum Awards 2016

Telco Cloud of the Year

For more information



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