

Unitrends Disaster Recovery-as-a-Service (DRaaS)

FREQUENTLY ASKED QUESTIONS

Unitrends DRaaS delivers rapid spin-up of your critical systems and applications in the Unitrends cloud, at a cost significantly lower than building and managing your own off-site DR. In conjunction with Unitrends physical or virtual appliances, Unitrends DRaaS provides hands free business continuity and disaster recovery (BCDR).

About Unitrends DRaaS

1 What is Disaster Recovery-as-a-Service (DRaaS) and how is it different from cloud recovery?

Cloud recovery is a general term for the process of recovering from a server failure by spinning up a copy of that server in the cloud - regardless of the amount of time or professional services expertise required. It can mean recovery as simple as spinning up a single server or virtual machine (VM) in a few minutes, or as complex as spinning up and operating an entire IT environment in a cloud — which can take hours or days.

2 What is Unitrends DRaaS?

Unitrends DRaaS is a complete “white glove” managed service designed to make disaster recovery protection effortless for IT professionals by performing all of the services needed to install, manage, failover, and recover key business operations in the event of a disaster. Unitrends cloud backup and recovery experts perform custom implementation, testing, and recovery of servers and data using the purpose-built Unitrends Cloud. With one phone call, you inform us of a disaster or test event. Our experts spin-up your designated servers or VMs in the Unitrends Cloud and deliver a comprehensive, fully operational recovery, based on a pre-planned and tested run book and your predefined recovery time and recovery point objectives (RTOs/RPOs).

3 How fast will my protected systems be recovered in the Unitrends Cloud in the event of a disaster?

Unitrends uses the fastest recovery available for your environment and DRaaS service level. Premium and Elite service levels include custom implementation, testing, and validation services and DR testing ahead of time to ensure recovery will meet contractually guaranteed RTOs.

Self-Correcting Testing with Elite and Premium DRaaS

For Elite and Premium service levels, actual recovery time and recovery points are automatically tested monthly and any issues that may impede recoverability are automatically identified and corrected. Fast single-machine recovery and partial environment spin-up are also available in the Unitrends Cloud. Our white glove service and support team is available 24/7/365 to assist with any size recovery job. You can also use the Unitrends self-service user interface to recover files from the cloud yourself.

Through a formal service level agreement, Premium DRaaS customers are guaranteed a 1-hour recovery time objective (RTO), and Elite DRaaS customers a 24-hour RTO. These guaranteed RTOs are accomplished through upfront planning, automation, and regular Recovery Assurance testing that Unitrends provides.

Recovery times for Unlimited or Standard DRaaS will vary based on your environment, but your DRaaS service will include a manual test that demonstrates recoverability and RTOs, so you'll know what to expect in the event of disaster.

You can mix and match DRaaS service levels on different servers/VMs in your environment to achieve the best level of DR for your recovery objectives and budget.

4 How does Unitrends DRaaS work?

First, you deploy a Unitrends backup appliance at your primary data center. Then, choose the critical servers or virtual machines you want to mirror in the Unitrends Cloud and be available for rapid spin-up in the event of disaster.

These protected systems may be Windows physical servers, VMware VMs or Hyper-V VMs. Then, Unitrends Support will help you enroll these servers/VMs in DRaaS and complete DR testing.

5 What are the purchasing options for Unitrends DRaaS?

Unitrends DRaaS is an add-on DR subscription service available to customers with a Unitrends backup appliance, physical or virtual, and Unitrends Forever Cloud or No Limits Cloud account.

There are four options on an annual contract, and services can be combined:

- » **Unlimited DRaaS** – delivers spin-up and full failover at a low cost for an unlimited number of servers/VMs, based on the protected capacity of your Forever Cloud account.
- » **Standard DRaaS** – is configured per server/VM and delivers full failover for your selected servers/VMs at a low cost. Requires a Forever Cloud or No Limits Cloud account.
- » **Elite DRaaS** – has a 24-hour or less SLA with Recovery Assurance delivering testing and automated reporting. Elite DRaaS, configured per server/VM can be added to Unlimited and Premium DRaaS to customize coverage. Requires a Forever Cloud or No Limits Cloud account.
- » **Premium DRaaS** – is configured per server/VM and delivers a fast 1-hour spin-up SLA, and Recovery Assurance that delivers testing and automated reports that prove recoverability. Premium DRaaS can be added to Unlimited or Elite DRaaS to add extremely fast disaster recovery for your most critical servers/VMs. Requires a Forever Cloud or No Limits Cloud account.

6 How are Elite and Premium DRaaS systems configured?

Both Elite and Premium DRaaS are licensed per protected server/VM. Elite and Premium DRaaS servers/VMs are replicated as off-site copies in the Unitrends Cloud with the most recent recovery point applied. This means their virtual disks are fully hydrated and ready to power on at a moment's notice.

Security and Compliance

7 Is the Unitrends Cloud hosted in a secure, certified data center? What regulatory and compliance requirements are met by the Unitrends DRaaS data centers?

Unitrends Cloud data centers are secure and meet or help customers meet many compliance requirements. Read the [Unitrends Cloud FAQ: Safety, Security, & Compliance](#) for details.

8 How is the firewall configured?

Customers will receive a virtual firewall with industry standard stateful inspection enabled. Custom firewall settings including VPN tunnels can be configured during onboarding, DR tests or at the time of a DR failover.

System Requirements

9 What operating systems are supported?

Unitrends Cloud and DRaaS spin-up of protected systems as VMware and Hyper-V virtual machines. Specifics of supported systems:

- » VMware versions 6, 6.5 and 7 as well as [guest operating systems supported by VMware](#).
- » Hyper-V versions 2012 R2, 2016, 2019 and 2022 as well as [guest operating systems supported by Hyper-V](#).
- » Unitrends DRaaS with physical Windows systems must meet the requirements of [Windows Instant Recovery](#) as noted within the [Unitrends Administrators Guide](#).



Unitrends DRaaS

- » **Deep Cloud and DR Expertise** – Unitrends has stayed on the forefront of backup and cloud data protection for more than 30 years by listening to customers and introducing innovative technologies that anticipate and meet their needs.
- » **Effortless Backup and Cloud Data Protection** – Unitrends DRaaS white glove, expert disaster protection, eliminates management hassle, and enables complete recovery with a single phone call.
- » **Resilient Protection Built for the Unexpected** – Unitrends backup appliances and cloud are built with next-generation technologies such as Helix self-healing backup software, machine learning analytics and predictive analytics technology proactively anticipate and resolve potential downtime threats before they happen.

DR Planning and White Glove Service

10 What documentation will Unitrends provide to the customer as part of the onboarding process?

As part of the onboarding process and initial disaster recovery testing, Unitrends will prepare a DRaaS Prep Kit specific to each customer that details the servers protected with DRaaS and the DR environment protecting them in the Unitrends Cloud.

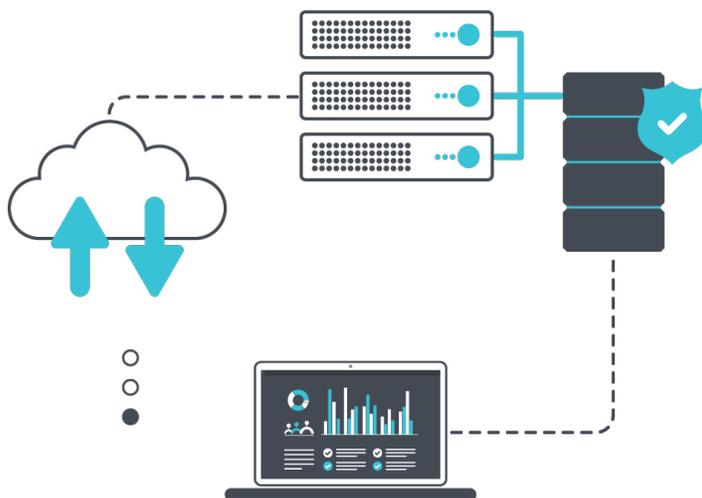
11 How will the DR plan be written and communicated?

Before beginning the implementation process, Unitrends provides customers with a DRaaS Preparation Kit to document their Business Continuity and Disaster Recovery (BCDR) plan and requirements. With this kit, the customer will write, maintain and, when necessary, execute a BCDR plan that is specific to his/her company and business. Customers are fully and solely responsible for their BCDR plan and the use of the Unitrends services as defined by Unitrends Cloud and Disaster Recovery Services agreement.

12 What are my responsibilities as a DRaaS customer?

Customers who have purchased DRaaS must abide by all responsibilities set forth in the [Unitrends Cloud Terms and Conditions Agreement](#). In addition, customer will facilitate the onboarding process for DRaaS by providing Unitrends with the information including:

- » A list of identified protected servers/VMs (i.e., hostname and IP address) whose data are to be replicated to the Unitrends Cloud;
- » The respective boot order of the protected servers/ VMs on the Unitrends Cloud in the event of a disaster;
- » Names and contact information for individuals who are authorized to contact Unitrends to declare disaster events.
- » For additional details, see the [DRaaS Service Schedule](#).



13 What is considered a declaration event?

A declaration event is anytime the customer initiates the full (or partial) spin up of a customer's DRaaS entitlement in the Unitrends Cloud based on the level of service purchased.

Declaration events can be used for true disaster recovery, as well as manual disaster recovery tests. All DRaaS service levels include one FREE manual testing event per 12-month contract period, beginning with the contract start date. For environments needing frequent testing, Elite or Premium DRaaS which include automated testing is recommended. Spin-up in the cloud after a declaration event, whether for testing or true DR failover, will consume the allotted 30-days of run time entitlement in the Unitrends Cloud. Additional run time is available for purchase.

14 How does the customer declare a DR event?

The customer simply calls Unitrends Support; more detailed information is communicated during customer onboarding and is included in the BCDR plan. Upon such declaration of disaster or manual testing, Unitrends will establish the customer's DR environment on Unitrends Cloud and provide the customer secured network access to the identified protected servers running on the Unitrends Cloud as VMs or virtualized computer systems.

15 Who is responsible for providing network access?

The customer is responsible for providing adequate public network access for any temporary sites or remote users for the use of accessing protected servers/VMs running on the Unitrends Cloud during a DR event or DR testing. Monitoring and network specific settings are determined by the customer and not part of the customer's SLA with Unitrends.

16 How will access to the DR environment be managed, and how long can servers/VMs be run in the cloud?

Customers will be allowed to access the DR environment, which is in a secured and isolated portion of the Unitrends Cloud that maintains the customer's protected servers, for a maximum of 30 days within a 12-month contract period.

This access can be either during a DR event or as part of DR testing. After the 30-day period per 12 months is completed, customers who need additional time may continue to run VMs in the Unitrends Cloud at a cost of \$30 per day per VM. Access via a public IP is available for a small charge.

17 How will DR testing be scheduled and managed?

Manual DR testing can be scheduled with Unitrends. Automatic testing services via Recovery Assurance are included for both Elite and Premium DRaaS VMs.

- » **For automatic testing for Elite and Premium DRaaS** – Unitrends provides the customer with monthly compliance reports for Elite and weekly reports for Premium, which include recovery time actuals (RTAs), guaranteed to be within the appropriate RTOs. Both Elite and Premium DRaaS include this automatic testing, including boot tests and compliance reports at no additional charge. These are features of our Recovery Assurance platform and do not use time from the 30-day maximum access allowed per 12-month period.

» **For manual testing** – The customer will contact Unitrends to schedule periodic testing. The date for such testing will be mutually agreed to by both parties. The DR testing provides the means for the customer to validate their BCDR plan and to determine

- 1) Whether there are any gaps or omissions resulting in changes or updates to the BCDR plan; and
- 2) Whether the Unitrends DRaaS meets their recovery time objective (RTO) requirements.

The duration of all scheduled DR testing must be within the 30-day maximum allowed per 12-month contract period as indicated in the [DRaaS Service Schedule and Agreement](#). After the 30-day period per 12 months is completed, customers who need additional time may continue to run VMs in the Unitrends Cloud at a cost of \$30 per day per VM.

18 How are change requests handled?

To make a change request, such as what servers/VMs are protected in the DRaaS cloud, contact Unitrends Support.

In the Event of Disaster

19 How is failover managed?

The customer is responsible for managing the re-routing of network data traffic and end-user access to the customer's computer systems from their production site to their DR environment on the Unitrends Cloud. Unitrends will provide the customer with access to protected servers running in the Unitrends Cloud via SSL Client virtual private network (VPN). The customer is responsible for managing any external public IP addresses and updating any DNS settings required for re-routing of data traffic.

20 How is failback managed?

Once a DR event is declared and the protected servers/VMs are live in DRaaS cloud for the customer to use for business continuity, Unitrends will perform periodic backups of those servers/VMs. When the customer is ready to failback to their production site, Unitrends will ship the current data set to the customer on physical media or an appliance. In the meantime, customers may also use their existing Unitrends backup appliance to selectively download additional backup copies that are not live in DRaaS at that time.

The customer is responsible for managing the re-routing of network data traffic and end-user access to the customer's computer systems running as VMs on the Unitrends Cloud to their new or re-built production site. Customers can use Recovery Assurance on their on-premises Unitrends backup appliance to automate failover and speed up the process of rebuilding their primary site.



21 How does the VPN work for customers to access the Unitrends Cloud? Is the VPN set up set before or after the declared disaster?

Unitrends will provide a connection via an SSL VPN appliance. Customer user accounts (logins and passwords) will be set up and tested during the onboarding process.

22 Does the VPN connect to individual VMs, or a grouped environment?

Customer IT administrators will authenticate via a web URL (provided to the customer during the on-boarding process). Once authenticated, the IT administrator can SSH or RDP to all VMs in the DR environment. Administrators will use the same private IPs or hostnames as their production environment.

23 Does the customer have access only to individual VMs, or can he manage them at the hypervisor level?

Customers do not have access to the Unitrends Cloud at the hypervisor level (i.e., VMWare vCenter). During a disaster and spin-up in DRaaS, customers access their servers/VMs through remote access, protected by a VPN. It's recommended that remote access be enabled on the protected servers/VMs locally at the customer site prior to replication to the cloud to ensure availability and access.

24 Can customers access applications via a public IP?

Yes, for a small charge a public IP can be provisioned and the customer can set up a DNS change to re-route traffic to the DRaaS Cloud during a DR event.

Contract Terms and Service Schedule

25 What are the terms and charges for canceling or terminating a Unitrends DRaaS contract?

To terminate a Unitrends DRaaS contract, provide a written notice to Unitrends 30 days in advance of the desired cancellation date. Customers on a monthly payment schedule will be charged an early termination fee equal to all unpaid monthly subscription fees remaining for the term of the contract. However, if the customer's contract ends in 30 days from the receipt of the written notice, no early termination fees will apply. Customers with annual payment schedules do not incur any early termination fees but will not be given a refund for any unused portion of the contract term.



26 What happens to my data if I terminate my subscription?

If you terminate or fail to renew your subscription, your data will be deleted from the Unitrends Cloud. See the [Unitrends Cloud Services Terms and Conditions](#) for more information.

27 If I bought Unitrends Backup Enterprise Plus Edition or ReliableDR (legacy) for my on-premises site, do I automatically get the ReliableDR add-on for my DRaaS VMs?

No. Recovery Assurance for DRaaS is configured as part of both Elite and Premium DRaaS and is not related to on-premises configurations or purchases.

28 Where can I find the service schedules for Unitrends DRaaS?

Visit this link: [DRaaS Service Schedule and Agreement](#), or the [Legal Notices](#) section on our website.

Getting Started

29 How do I get started? Does Unitrends allow potential customers to evaluate DRaaS?

Yes, evaluation periods can be made available. Please contact your Unitrends Partner or Sales Representative for details.



**READY TO GET STARTED WITH UNITRENDS DRAAS?
CONTACT US TODAY.**

ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focussing on backup and recovery with next-generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting unitrends.com or follow us on LinkedIn and Twitter @Unitrends.

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