



Unitrends Forever Cloud Frequently Asked Questions

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Forever Cloud retention is an offsite cloud backup storage option for the Unitrends Cloud. It allows Recovery Series and Unitrends Backup software users to copy on-premise backups to a highly available Unitrends Cloud infrastructure that is designed to keep backups for an infinite number of years. This removes the burden of long-term retention management from the user and extends on-premise retention to the cloud, reducing capital expense and operating costs.

Unitrends Forever Cloud FAQ

1. Is the amount of cloud retention customizable?

Yes. You can choose retention of 90 days, annual up to 7 years, or infinite retention for a true “forever” cloud. Forever Cloud is built to ensure that customers can comply with very long retention requirements, while still taking advantage of the operational benefits of a cloud backup service.

By default, Unitrends will keep the following retention policy for all backups stored in the Unitrends Cloud (as applicable to the retention policy you choose):

- All backups in the last 7 days, and...
- The most recent successful backup from each of the last:
 - 4 weeks
 - 12 months
 - Infinite years

If a given week, month or year does not have a single successful restore point, then no backup will be kept for that particular retention period.

2. How is the Retention service priced?

Forever Cloud retention is priced based on the amount of Protected Capacity you want to replicate to the Unitrends Cloud for long-term retention. Protected Capacity is the maximum amount of data you want to protect, prior to backup.

Forever Cloud retention can be purchased in 500GB increments. That's it – no additional cloud storage fees, ever. One-, three-, and five-year subscriptions are available.

For example, say you have 10TB of primary data prior to backup in your environment. You want to replicate 5TB of that data to the Unitrends Cloud for long-term retention. Purchase 5TB of Forever Cloud retention, even if you are backing up all 10TB to your on-premise backup storage. This model provides flexibility for you to pay for just what you want to protect in the cloud, and nothing more.

3. What happens if my protected capacity grows larger than what I've purchased?

Unitrends monitors the amount of protected capacity that is replicated to the cloud from the on-premise Recovery Series or Unitrends Backup software instance. If the protected capacity grows beyond the purchased amount, Unitrends will contact you to help you decide your next course of action to either:

- True-up to a higher capacity (sold in 500GB increments)
- Reduce the replicated data back down to within the purchased amount

Note: It is recommended that you build data growth into your Forever Cloud retention purchase decision to avoid frequent true-up situations.

4. What other pre-requisites need to be in place to purchase Forever Cloud retention?

In order to leverage the Forever Cloud retention service, you must also have the following:

- A Recovery Series or Unitrends Backup software instance in place for on-premise backups
- An active support contract for your on-premise Recovery Series or Unitrends Backup product

Existing and new customers of Unitrends enterprise-class solutions can easily add Forever Cloud retention. The expiration date of the support contract and the Forever Cloud retention service subscription should be aligned to ensure support is in place for the entire contract period of the service.

5. Can I terminate my on-premise support contract and still use the Forever Cloud retention service?

No. Your on-premise support contract provides you with support for the entire on-premise and cloud solution from Unitrends. Therefore, the on-premise support contract is required in order to use the Unitrends Cloud service.

6. Can I seed my backups in the Unitrends Cloud rather than sending the first backup entirely over the WAN?

Yes, seeding services can be purchased in order to reduce bandwidth usage and the time required to transfer the first backup to the Unitrends Cloud. This service is highly recommended for data sets larger than a few TBs,

but it is heavily dependent on your bandwidth capacity. Seeding is available to customers in the U.S.

7. What is the difference between the Unitrends No-Limits Cloud and Forever Cloud retention services?

The key differences are the number of backups kept and how much data is protected.

	No Limits Cloud	Forever Cloud Retention
Backups Kept	All on-premise backups in the cloud.	A fixed long-term retention policy stores a set of daily, weekly, monthly, and annual backups are stored in the cloud.
Protected Data	All of your on-premise protected data (based on Recovery Series appliance size).	Sold in 500GB protected capacity increments.

Consider your retention needs, budget, and the granularity of how much you want to protect in the Unitrends Cloud when selecting between the different services.

8. Can I purchase the No-Limits Cloud and Forever Cloud Retention services together?

No, the Unitrends Cloud services are mutually exclusive offerings and cannot be purchased together at this time. Please contact your Unitrends sales or partner representative if you have questions about which service is right for you.

9. I already have Unitrends No-Limits Cloud or Metered Cloud. Am I able to switch to the Forever Cloud Retention option?

Yes, a trade-in from your existing service to the Forever Cloud retention service is available. Please contact your Unitrends channel partner or sales representative in order to assist with the process.

10. What recovery options are available for the Forever Cloud Retention service?

There are 3 ways recovery can be achieved, varying in terms of process, amount of data, and recovery time:

- Disaster recovery for backup data: Unitrends will ship you a Recovery Series appliance or a network-attached storage (NAS) device with your most

recent backup data within 24 hours after the data is copied to the NAS device. This option is used when you have catastrophic data loss.

- File recovery: For fast recovery of files, Unitrends can recover directly over the WAN from the Unitrends Cloud to the on-premise Recovery Series or Unitrends Backup instance. Recovery times will vary based on the amount of data and bandwidth capacity.

Note: This option is currently available for recovering files only.

- Disaster Recovery Services (DRaaS): Optional—you can purchase DRaaS for the ability to spin up your VMware, Hyper-V, or Windows guest-level backups in the Unitrends Cloud with Service Level Agreements for 1-hour or 24-hour failover of applications and machines. Visit <http://www.unitrends.com/products/cloud-services/unitrends-disaster-recovery-services> for more information.

10. Can I import existing long-term archives to the Unitrends Cloud?

No. Local archives will still need to be managed using your existing process.

The seeding process for the Unitrends Cloud will copy only as much recent data as necessary for the initial seed to be successful. This minimizes bandwidth usage and seeding times. Seeding is available to customers in the U.S.

Note: If you wish to use Unitrends to copy data to Google Cloud Storage (including Google Nearline), Amazon S3, tape, or other local archiving storage, this can still be accomplished while also copying data to the Unitrends Cloud. You should ensure that your local appliance is sized properly to handle the resource needs for both processes.

11. Where are Unitrends Cloud data centers located?

Unitrends Cloud data centers are located in the United States, Canada, Germany, the UK, and Australia. Customers in these regions may enroll in Unitrends DRaaS. Optional seeding services are available in the U.S.

12. How does Unitrends maintain data sovereignty and meet each country's privacy regulations? Will the customer's data remain in their geographic region or be at risk of cross-replication outside of the country?

Unitrends Cloud data centers are compliant with each respective country's privacy regulations and data housing policies. Data stored in the Unitrends Cloud will remain in the originating country and will not be replicated outside of the country.

13. What certifications, regulatory, and compliance requirements are met by the Unitrends DRaaS data centers?

Unitrends Cloud data centers are SSAE 16 certified. The Unitrends Cloud is also compliant with Service Organization Control (SOC 2) and the Health Insurance Portability and Accountability Act (HIPAA). Unitrends will sign a Business Associate Agreement (BAA) upon request from organizations needing to maintain HIPAA compliance. See [UNITRENDS CLOUD FAQS - SAFETY, SECURITY, AND COMPLIANCE](#) for the latest list of certifications.

14. What if there is an outage at the Unitrends Cloud data center? What kind of redundancy is built in?

All Unitrends Cloud leverages a high availability cloud strategy with redundant copies of data replicated automatically to multiple locations within the Unitrends Cloud. With these high levels of redundancy, the customer's data is always available in the event a restore is needed. Redundancy is maintained within the same country as the originating data center to ensure privacy

About Unitrends

Unitrends increases uptime and confidence in a world in which IT professionals must do more with less. Unitrends leverages high-availability hardware and software engineering, cloud economics, enterprise power with consumer-grade design, and customer-obsessed support to natively provide all-in-one enterprise backup and continuity. The result is a "one throat to choke" set of offerings that allow our customers to focus on their business rather than backup. Learn more at www.unitrends.com; follow us on Twitter @Unitrends.



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Unitrends Forever Cloud?
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