

Unitrends Professional Services

WE'RE YOUR PARTNER IN ENTERPRISE BACKUP AND CONTINUITY

97% Customer Satisfaction Rating

Your business faces a wide range of threats, ranging from ransomware to regional natural disasters. Our extraordinary professional service team along with a dedicated project manager ensures you have a solution implemented to meet your needs.

Expert Service to Kickstart Your Backup

We are committed to delivering the highest quality of service to you, our customer. Unitrends Professional Service is provided by a world-class team of highly trained customer service engineers who have extensive experience in backup and business continuity. Their deep knowledge of data protection and disaster recovery enables them to provide the answers you need quickly and efficiently.

CHOOSE YOUR SERVICE LEVEL FOR RECOVERY SERIES OR UNITRENDS BACKUP	
LEVEL	DESCRIPTION
Sure Essentials	<ul style="list-style-type: none"> ▶ Basic remote installation services. ▶ Includes introductions to backup best practices and the Unitrends expert support team. ▶ Installation service is for 1-5 clients per appliance.
Sure Care	<ul style="list-style-type: none"> ▶ Standard remote installation services. ▶ Designed for customers who want an experienced person helping with core installation steps. ▶ Includes set up of cold backup copy if needed. ▶ Installation service is for 1-10 clients per appliance.
Sure Complete	<ul style="list-style-type: none"> ▶ Premium remote installation services. ▶ Designed for customers who have larger installations or those who want an experienced tech to be highly involved in the process. ▶ Includes detailed replication setup and seeding on a per appliance basis. ▶ Installation service for 1-25 clients. ▶ Includes Kroll setup and restore demonstration.

"THE UNITRENDS DEPLOYMENT AND SUPPORT TEAMS ARE ROCK STARS! THEIR RESPONSIVENESS TO ANY ISSUES STANDS OUT."

SUPERVISOR, INFRASTRUCTURE OPERATIONS, LEADING RETAILER

INCLUDED SERVICES	SURE ESSENTIALS	SURE CARE	SURE COMPLETE
Define roles/responsibilities.	✓	✓	✓
Deliver & execute re-installation checklist.	✓	✓	✓
Identify data protection goals and objectives.	✓	✓	✓
Determine RTO/RPO goals (overall).	✓	✓	✓
Determine storage connectivity (Unitrends Backup only).	✓	✓	✓
Review licensing (Unitrends Backup only).	✓	✓	✓
Expand storage for Unitrends Backup with direct attached VMDK or VHD (Unitrends Backup only).	✓	✓	✓
Implement host-level (HOS) backups for VMware/Hyper-V/XenServer/Nutanix.	✓ Up to 5 VMs	✓ Up to 10 VMs	✓ Up to 25 VMs
Implement agent-based backups for protected assets.	✓ 1 Asset	✓ 5 Assets	✓ 10 Assets
Implement agent-based backups for SQL Server databases.	✓ 1 SQL DB	✓ Up to 5 SQL DBs	✓ Up to 10 SQL DBs
Implement agent-based backups for Exchange databases.	✗	✓ Up to 5 Exchange DBs	✓ Up to 10 Exchange DBs
Implement agent-based backups for Oracle databases.	✗	✓ Up to 5 Oracle DBs	✓ Up to 10 Oracle DBs
Implement agent-based backups for SharePoint.	✗	✓ 1 SharePoint Farm	✓ 1 SharePoint Farm
Implement Instant Recovery for physical Windows system(s).	✗	✓ 1 Physical Server	✓ 2 Physical Servers
Implement Instant Recovery for VMware VM.	✗	✓ 1 VM	✓ Up to 5 VMs
Demonstrate single file restore.	✗	✓	✓



INCLUDED SERVICES	SURE ESSENTIALS	SURE CARE	SURE COMPLETE
Walk through product user interface, reports & custom dashboards.	✗	✓	✓
Walk through customer portal and communities.	✗	✓	✓
Implement Backup Copy - Cold Target job	✗	✓	✓
Verify and setup add-on cards for physical appliances	✗	✓	✓
Walk through documentation.	✗	✗	✓
Discuss best practices for protecting overall environment and meeting RTO/RPO goals.	✗	✗	✓
Setup DRaaS - Test VPN, spin up Elite and Premium assets for testing, collect documentation for DRaaS boot ordering.	✗	✗	✓
Conduct Kroll setup and restore demo	✗	✗	✓
Walk through forum.	✗	✗	✓
Define disaster recovery strategy.	✗	✗	✓
Establish WAN bandwidth available for replication.	✗	✗	✓
Seed data (if necessary) to the cloud. Seeding service purchased separately on a per appliance basis.	✗	✗	✓
Connect on-premises appliance to the cloud leveraging a secure tunnel. Requires appropriate ports to be opened on-premises.	✗	✗	✓
Setup monitoring and management of on-premises appliance from replication target as appropriate.	✗	✗	✓
Set appropriate throttling of bandwidth utilized by replication.	✗	✗	✓
Test and confirm a file restore from the off-premises location.	✗	✗	✓



Save time with Unitrends Professional Services

Our expert professional services team will get your new Unitrends backup solution up and running quickly. You'll have peace of mind knowing your backup and recovery architecture is set up to meet your Service Level Agreements (SLAs).

**CONTACT YOUR UNITREND PARTNER
TO GET STARTED 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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