

# SERVICE OVERVIEW

## MANAGED ARCHIVING SERVICE

### Regain control of your email and files with Redcentric's Managed Archive service.

As the volume of documents and data generated and owned by a company grows, so do its email and file storage requirements. The result of inadequate archiving solutions means slow response times, increased duration for backup and longer recovery times in the event of a server failure. All of which have an impact on productivity of users, and becomes a burden on the IT department as they endeavour to keep systems running efficiently and ensure compliance with regulations and legislation.

Redcentric's data archiving service allows your business to regain control of your Microsoft Exchange and Windows file servers.

#### REDCENTRIC'S MANAGED ARCHIVE SERVICE

Redcentric offers a fully managed service based on the industry-leading Symantec Enterprise Vault data archiving software. The simple and easy to use service enables customers to create policies for Microsoft Exchange and Windows file servers that safely and automatically archive inactive user e-mails and files that have not been accessed for a specified length of time. These files are moved into our data centre facilities and replaced with a shortcut. The service ensures that archived data is de-duplicated so that you only store what you need to, achieving maximum efficiencies. Since old files are remotely stored and only recent files are retained on your local server, the load is reduced helping to speed up local servers.

Recovering files is easy. Users simply click on the shortcut within their Exchange mailbox or on the file server and the file will appear. The process is seamless and requires no involvement from the IT department. Alternatively a web browser interface can be used to search and retrieve archived data.

#### KEY BENEFITS

- Simple and easy to use – you create the policy for automatic archiving, we'll develop and implement it. It just works.
- Take control — end-user functionality such as search and retrieval of archived emails, attachments and files are controlled by existing security credentials within the Customer's Active Directory.
- Support – Redcentric provides and manages the archive server on your behalf. This includes patch and update management on a daily basis. We also provide the assurance of a 24/7 managed service.
- Protected – a replicated copy of the storage volume is stored in one of our other geographically diverse data centres to provide for disaster recovery in the event of a data centre outage.
- User friendly – data retrieval is as simple as clicking on a shortcut. This frees up IT support time to concentrate elsewhere.
- Improve performance – free up primary storage capacity by archiving old emails found in Exchange and PST files.
- Regulatory compliance – enable journaling and/or e-discovery for compliance and corporate and governance standards.
- Pay as you go Cloud service – as a Cloud based managed service you only pay for the data you actually archive.



## KEY FEATURES

- 1. High-speed search and recovery** – lets users recover archived emails quickly to reduce associated administration costs.
- 2. Fast data backup** – de-duplication reduces data backup volumes, decreases your business back up window and improves restoration times.
- 3. Customer driven archiving policies** – define archive policies based on age, usage and volume of emails.
- 4. Variety of licence options** – from mail box optimisation, journaling, e-discovery and windows file system archiving.
- 5. Criteria options** – file data can be archived based on file type, creation age, age since modified, age since referenced and so on.
- 6. On-site support** – Redcentric will be on-site to install and configure the Symantec Enterprise Vault software and set-up all target customer servers for the service. Training / demonstrations can also be provided.

- 7. Centralised and decentralised approach** – for customers with multiple physical locations where network connectivity prohibits a centralised solution, we can deploy multiple archive servers.
- 8. Dedicated network attached storage volume** – located at a Redcentric data centre and accessed via a secure VPN connection.

## WORLD-CLASS SUPPORT

The service leverages our expertise in managed services, and is supported by our 24/7 managed service technical team. Redcentric handles setup, provisioning, ongoing maintenance and upgrades, reducing your IT team's workload and freeing IT resources to focus on core strategic initiatives that move your business forward.

## SUPPORTING YOUR JOURNEY TO THE CLOUD

At Redcentric we understand that it's difficult to make the jump wholesale into the Cloud in one go. That's why we offer services for as much or as little of your data and infrastructure as you need. We can support and supplement your existing infrastructure or replace it – or something in between. Whatever stage you're at on your Cloud journey, we can support you.

## RELATED SERVICES

We offer a range of complementary Data Management and Cloud services including data backup, data replication, IaaS, DRaaS, DBaaS and Hybrid cloud.