



DATA PROTECTION AS A SERVICE

Powered by Veeam

Modern Data Protection Solution for Disaster
Recovery and Cyber Attacks Defense

About Tech Mahindra's Data Protection As A Service Offering Powered By Veeam

WHAT WE OFFER

Our portfolio of services includes

- Consulting / Strategy / Advisory
- Assessment, Design & Procure
- Deployment / Implementation & Configuration
- Data Protection & Disaster Recovery
- Managed Services

Rated as '**Leader**' by leading analysts in the Cloud space, Tech Mahindra's Infrastructure & Cloud Services covers the entire Infrastructure stack and supports new age technologies that can help enterprises embrace a truly digital transformation. With our strong Alliance Ecosystem, we help deliver comprehensive solutions tailored to the unique business needs of our clients.

Why Data Protection as a Service? Legacy backup tools and techniques may not be up to the challenge, of addressing modern data protection requirements. To adequately respond to the variety of data threats, Disaster Recovery Challenges, IT organizations need a comprehensive business strategy. Tech Mahindra's Data Protection as a Service powered by Veeam addresses these requirements using Modern Data Protection Solutions

Value Proposition : Tech Mahindra has Partnered with Veeam and Microsoft to provide Data Protection as a Service



Tech Mahindra has deep Industry and System Integrator experience over 22+ years

Veeam is the global leader in backup, recovery and data management solutions that deliver Modern Data Protection

Azure On-demand capabilities for secure and reliable offsite in the cloud

Current Business Challenges:

- **Data sprawl** across multiple environments makes it difficult to protect and manage.
- **Sophisticated malware** and ransomware increase the risk of successful attacks.
- **Unplanned downtime** can severely impact businesses and their ability to deliver services.
- **Legacy backup solutions** are not scalable, cloud-friendly, or cost-effective.
- **Managing and monitoring** backup jobs with traditional backup technologies is complex and time-consuming.

How are we addressing Business challenges?

- **Simple Unified Data Management:** Unified data management and visibility across all environments.
- **Cyber Resiliency:** Data protection against cyber attacks and faster ransomware recovery with immutable backups.
- **Disaster Recovery:** Disaster recovery to a secure, reliable Azure cloud location and faster backup/recovery with decreased RPO/RTO.
- **Cost Optimization:** Optimize storage capacity and use better cloud economics, security, and scale to reduce overall TCO.

Veeam Solution Overview

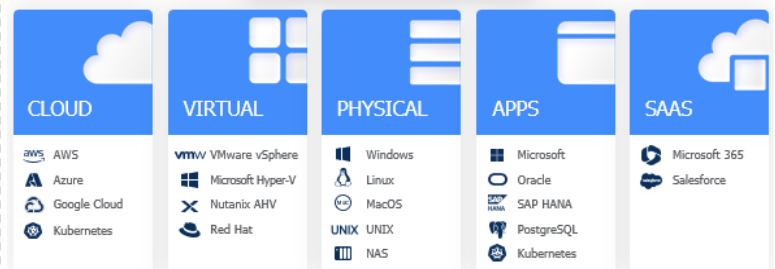
Veeam Data Platform

Proven Recovery Orchestration

Proactive Monitoring and Analytics

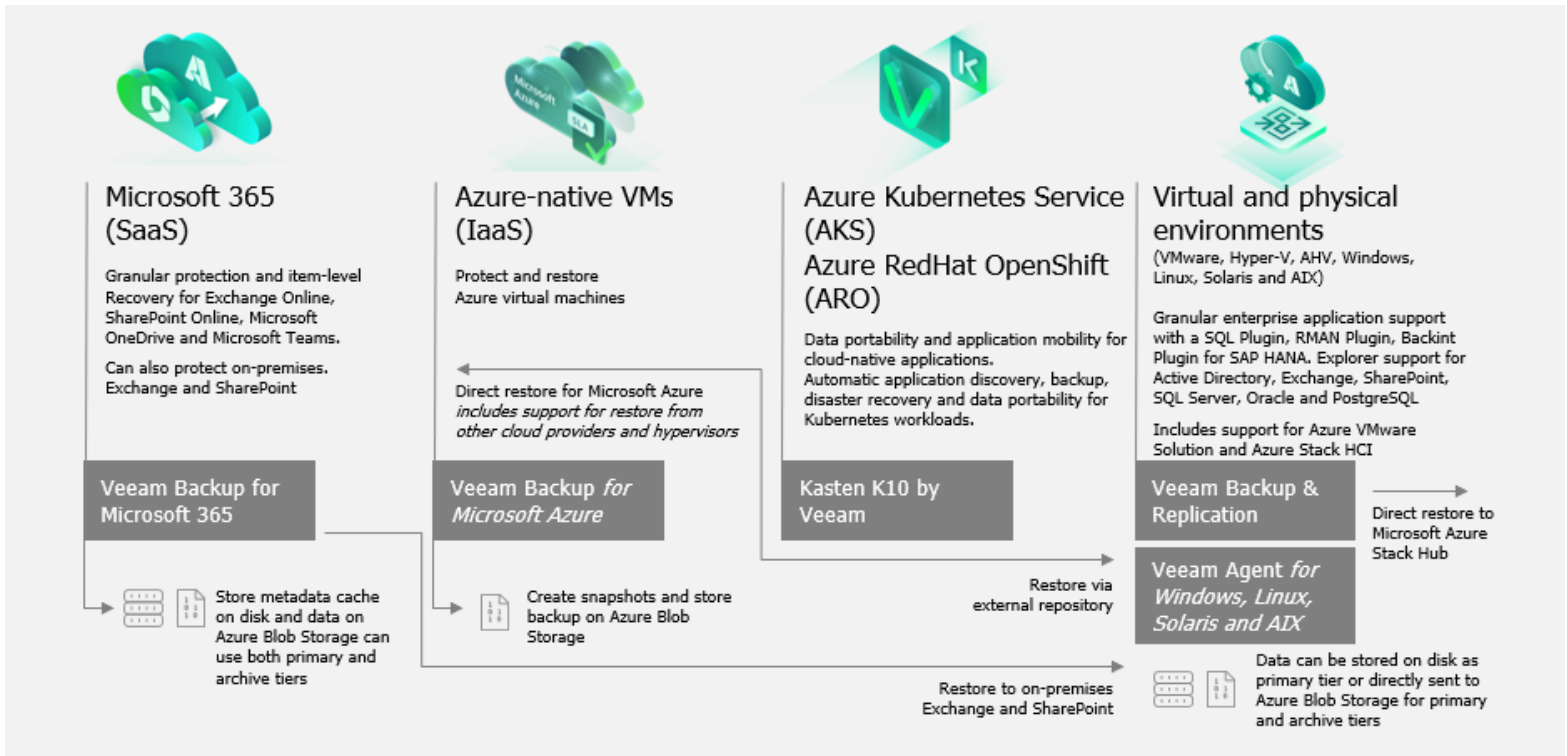
Secure Backup and Fast Recovery

Native APIs



On-Premises • In the Cloud • XaaS

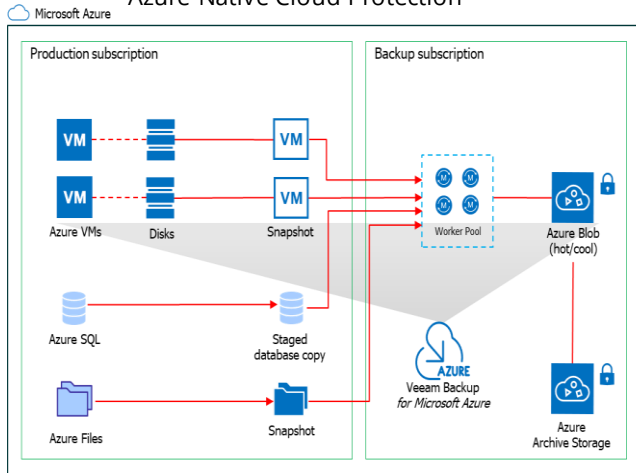
DPaaS Capabilities Powered by Veeam



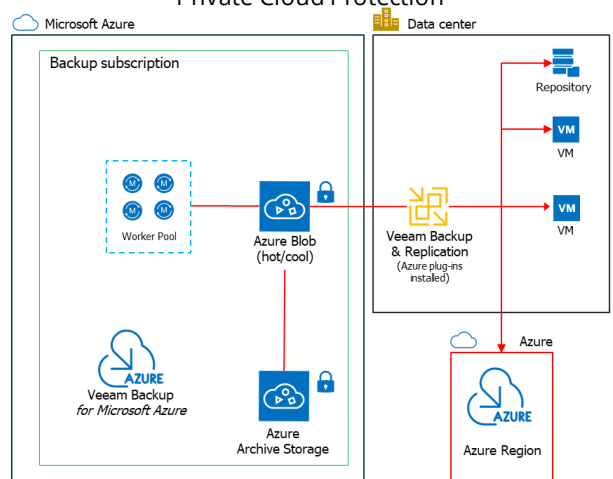
USE CASE	DESCRIPTION
Cyber Resiliency	Protect and defend against malware, ransomware and other cybersecurity attacks. Ensure your application security, compliance and privacy requirements are met before deployment without increased costs or impact on the production system.
Cloud or multi-cloud Adoption	Move to the cloud confidently knowing your data is protected. Accelerate to Azure and other hyperscalers. Enhance data redundancy and resilience with the ability to back up and protect data across different cloud providers, giving you the flexibility to choose the best-fit cloud platform for specific workloads without being locked into a single vendor.
Cloud-Native Data Protection	Protect Cloud native data across Azure regions and other hyperscalers. Drive app agility with Kubernetes-native backup and Disaster Recovery. Rapidly deploy and protect your modern applications.
Business Continuity and Disaster Recovery	Deliver reliable ransomware protection and data security. Detect, protect and recover your data with best-in-class immutable and air-gapped backup. Reduce compliance risk and prove resilience by automating recovery processes with testing and documentation.
Microsoft 365 Protection	Veeam® Backup for Microsoft 365 eliminates the risk of losing access and control over your Microsoft 365 data, including Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams, so your data is always protected and accessible.
Backup Modernization	Modernize backup and recovery. Meet RPO/RTO objectives. Reduce cost and complexity. Veeam® provides a reliable and cost-effective backup and recovery solution to deliver verified, granular recovery of all your critical assets across any environment or application, ensuring you achieve your SLAs and RPO/RTOs.
Hybrid Cloud	Ease the barriers of adopting the cloud with portability, protection and simple licensing. Protect, restore and migrate workloads across any cloud or platform, including intuitive guidance on how to best store and archive data using scale cloud storage options.
Proactive Monitoring and Analytics	Veeam® technology provides reporting, monitoring and diagnostics, including automated remediation of unexpected issues. Achieve 24.7.365 real-time visibility into all your environments. Ensure your data is never compromised by ransomware. Mitigate potential threats to your backup environment. Reduce costs & response times & solve infrastructure-related issue

Deployment Scenarios

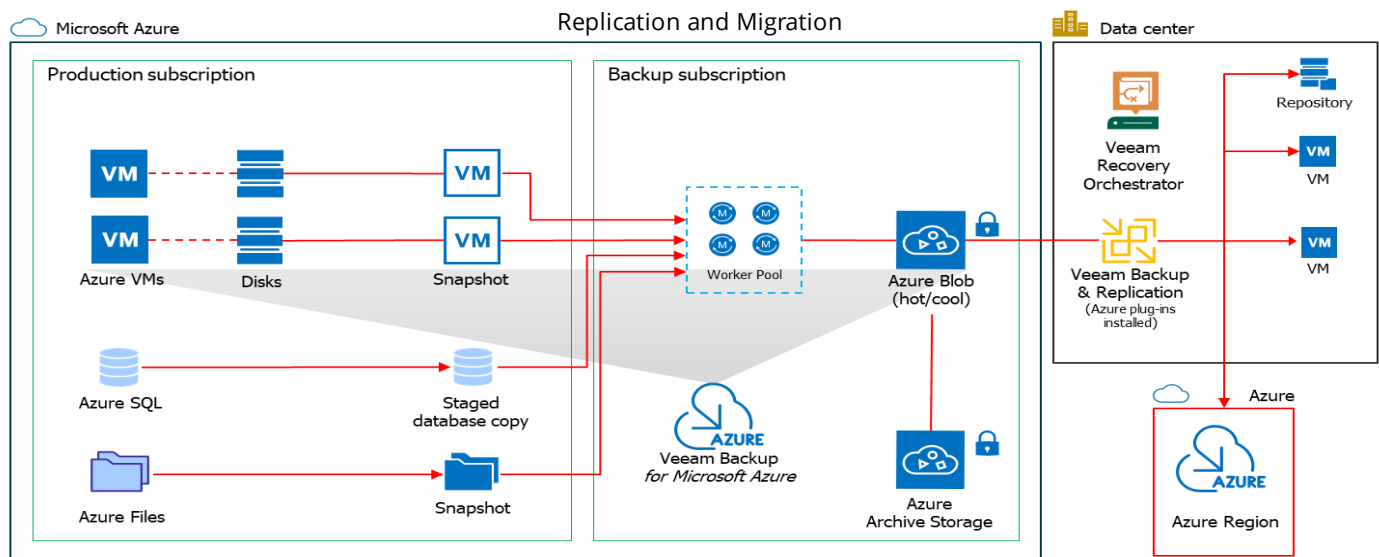
Azure Native Cloud Protection



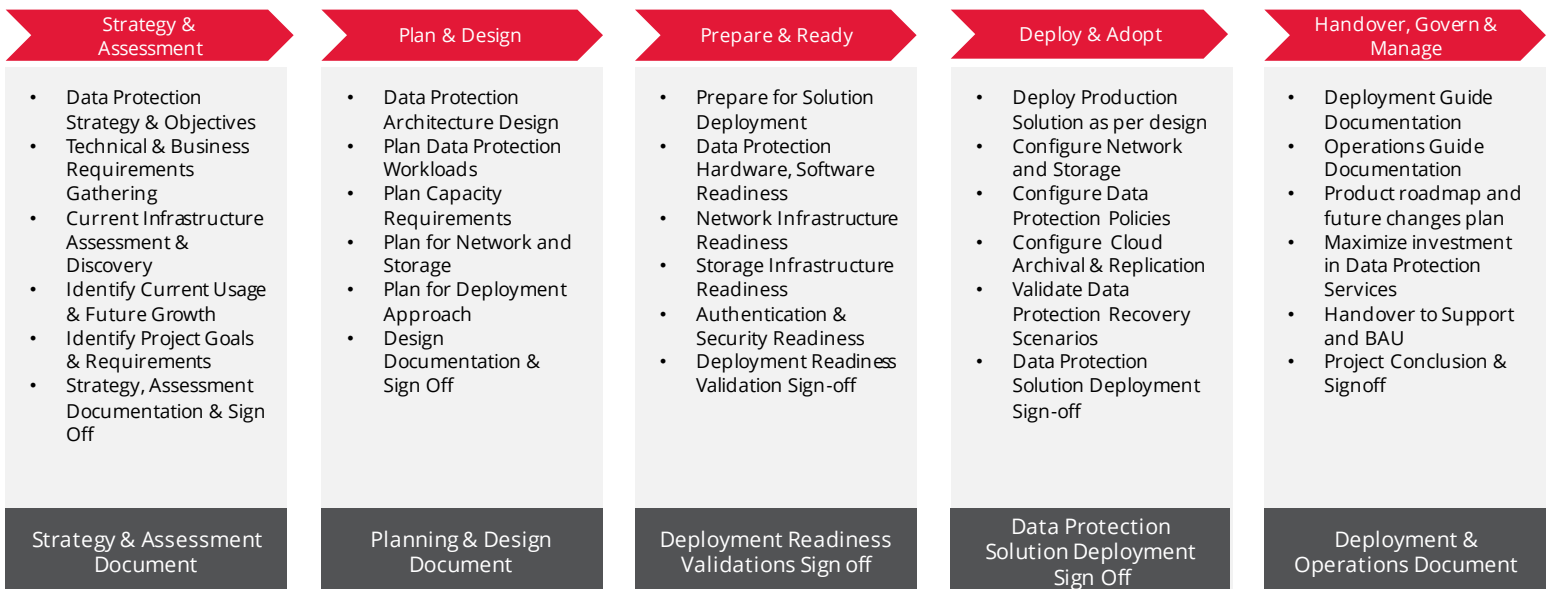
Private Cloud Protection



Replication and Migration



Deployment Approach and Phases



Managed Services

Tech Mahindra will follow ITIL best practices for providing Managed Support Services for Data Protection as a Service Solution management. The support is split in to three categories Level 1, Level 2 and Level 3 based on nature of the support needed.

Innovative service levels with industry leading sla's *



Dedicated Model
Controlled / Customized



Shared Model
Standardized / Optimized



Hybrid Model
Best of Both Worlds

Level 1 Activity

- User Management
- Resolving connectivity issues
- Data Protection Workloads Management
- Data Protection scheduling
- Data Protection jobs monitoring
- Solution Availability monitoring
- Health & Alerts Check
- Report generation

Level 2 Activity

- Issues Troubleshooting
- Data Protection Solution upgrades Management
- Data Protection Solution Performance Tuning
- Data Protection Solution Administration
- Network Management
- Storage Management
- Security management
- SLA Monitoring

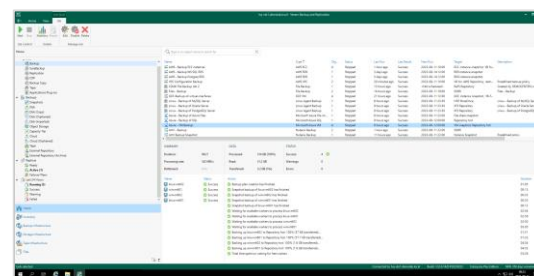
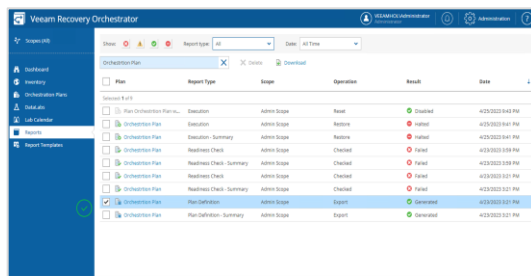
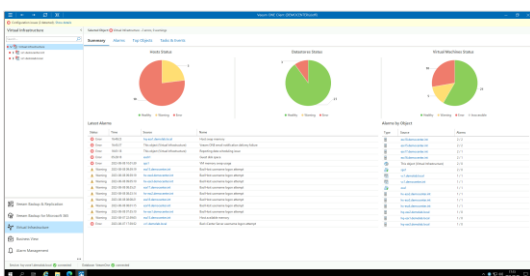
Level 3 Activity

- Advanced Troubleshooting
- Historical trend Analysis
- Capacity Planning
- Product roadmap and future changes plan
- Data Protection Policies Definition
- Security Policy Management
- Resource Management
- Vendor Management

Innovative Service Levels With Industry Leading Sla's *

Service Levels	Gold Service (Prod Env)			Silver Service (Prod + Non-Prod Env)			Bronze Service (Test /PoV Env)		
SLA	99.95%			99.7%			99.5%		
Severity #	Service Hours	Response Time	Resolution Time	Service Hours	Response Time	Resolution Time	Service Hours	Response Time	Resolution Time
Sev-1	24 * 7	15 Mins*	2Hrs	24 * 7	30 Mins*	3 Hrs	08:00 * 18:00 M-F	2 Hrs	8 Hrs
Sev-2	24 * 7	30 Mins*	4 Hrs	24 * 7	60 Mins*	5 Hrs	08:00 * 18:00 M-F	4 Hrs	1 Biz days
Sev-3	08:00 * 18:00 M-F	2 Hrs	6 Hrs	08:00 * 18:00 M-F	4 Hrs	8 Hrs	08:00 * 18:00 M-F	8 Hours	2 Biz days

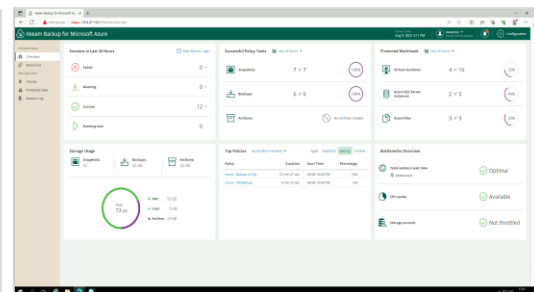
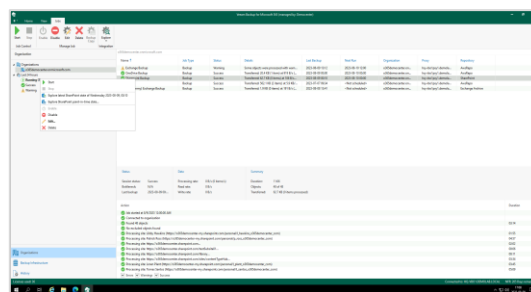
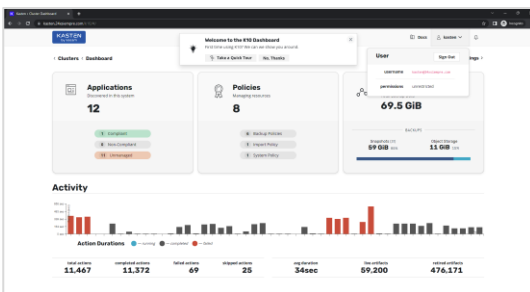
INNOVATIVE TOOLS AND ACCELERATORS BY VEEAM



Veeam One – Monitoring and Analytics

Veeam Recovery Orchestrator

Veeam Backup & Replication



Kubernetes Data Protection and Backup

Veeam Backup for Microsoft 365

Veeam Backup for Azure

Be future-ready

Continuous innovation from Microsoft supports your development today, and your product visions for tomorrow. With 1,000+ new capabilities in the past year, you can build on the latest advancements in AI, blockchain, Kubernetes, containers, and databases to keep you ahead of the curve.

Our enterprise grade analytics solution outperforms the competition, costs less, and is fully compatible with your existing development, BI, and data-science tools.

Operate hybrid seamlessly

On-premises, in the cloud, and at the edge—we'll meet you where you are. Integrate and manage your environments with tools and services designed for hybrid cloud.

Enhance security, simplify access, and set smart policies across your different environments with a single-identity platform trusted by 90% of enterprises globally.

Build on your terms

You have choices. With a commitment to open source and support for all languages and frameworks, build and deploy how you want to. Take advantage of the full-featured, integrated development environments with built-in support Visual Studio and Visual Studio Code, the most popular IDEs trusted by 15M+ developers.

We embrace open source, drive innovation through collaboration, and contribute back to the community.

Trust your cloud

Get security from the ground up, backed by a team of experts, and proactive compliance trusted by enterprises, governments, and startups.

With a \$1B+ investment in security R&D and 3,500 cybersecurity experts, security is foundational for Azure.

See what Customers are saying

"Prudential Thailand, has recently proven that by combining the power of their partnership with Tech Mahindra, the acceleration of their cloud capabilities and the strategic know-how and support of their Prudential regional counterparts, they have not only closed the gap created by InsureTech but very well on their way of becoming a disruptor themselves".

“

Jennifer Villalobos - Chief Digital and Technology Officer Prudential Life Assurance (Thailand) PCL



Microsoft Azure is an ever-expanding set of cloud computing services to help your organization meet its business challenges. With Azure, your business or organization has the freedom to build, manage, and deploy applications on a massive, global network using your preferred tools and frameworks.

www.Azure.Microsoft.com