ZNETLIVE®

THE HOSTING ARCHITECT

SINCE 2001

Azure Back-up Solution

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Azure Backup

Azure Backup is the Azure-based service can use to back up (or protect) and restore data in the Microsoft cloud. Azure Backup replaces existing on-premises or off-site backup solution with a cloud-based solution that is reliable, secure, and cost-competitive. Azure Backup offers multiple components that download and deploy on the appropriate computer, server, or in the cloud. The component, or agent, that you deploy depends on what you want to protect. All Azure Backup components (no matter whether protecting data on-premises or in the cloud) can be used to back up data to a Recovery Services vault in Azure.

- **Automatic Storage Management:** Azure Backup automatically allocates and manages backup storage, and it uses a pay-as-you-use model. Pay-as-you-use means that you only pay for the storage that you consume.

- **Multiple Storage Options:** An aspect of high-availability is storage replication. Azure Backup offers two types of replication: **locally redundant** storage and **geo-redundant storage.**

- **Unlimited data transfer:** Azure Backup does not limit the amount of inbound or outbound data you transfer. Azure Backup also does not charge for the data that is transferred.

- **Data Encryption:** Data encryption allows for secure transmission and storage of your data in the public cloud.

- **Application-consistent backup:** An application-consistent backup means a recovery point has all required data to restore the backup copy. Azure Backup provides application-consistent backups, which ensure additional fixes are not required to restore the data. Restoring application-consistent data reduces the restoration time, allowing you to quickly return to a running state.

- **Long- term retention:** Recovery Services vaults for short-term and long-term data retention. Azure doesn't limit the length of time data can remain in a Recovery Services vault.

Features

Component	Benefits	Limits	What is protected?	Where are backups stored?
Azure Backup (MARS) agent	Back up files and folders on physical or virtual Windows OS (VMs can be on-premises or in Azure)	Backup 3x per day	Files,	Recovery Services vault
	No separate backup server required.	Not application aware; file, folder, and volume-level restore only,	Folders,	
		No support for Linux.	System State	
System Center DPM	Application-aware snapshots (VSS)	Cannot back up Oracle workload.	Files	Recovery Services vault,
	Full flexibility for when to take backups		Folders	Locally attached disk,
	Recovery granularity (all)		Volumes	Tape (on-premises only)
	Can use Recovery Services vault		VMs	
	Linux support on Hyper-V and VMware VMs		Applications	
	Backup and restore VMware VMs using DPM 2012 R2		Workloads	
Azure Backup Server	Application-aware snapshots (VSS)	Cannot back up Oracle workload.	Files,	Recovery Services vault,
	Full flexibility for when to take backups	Always requires live Azure subscription	Folders,	Locally attached disk
	Recovery granularity (all)	No support for tape backup	Volumes,	
	Can use Recovery Services vault		VMs,	

	Linux support on Hyper-V and VMware VMs		Applications,	
	Backup and restore VMware VMs		Workloads	
	Does not require a System Center license			
Azure IaaS VM Backup	Application-aware snapshots (VSS)	Back up VMs once-a-day	VMs,	Recovery Services vault
Azure IaaS VM Backup	Native backups for Windows/Linux	Restore VMs only at disk level	All disks (using PowerShell)	Recovery Services vault
	No specific agent installation required	Cannot back up on-premises		
	Fabric-level backup with no backup infrastructure needed			
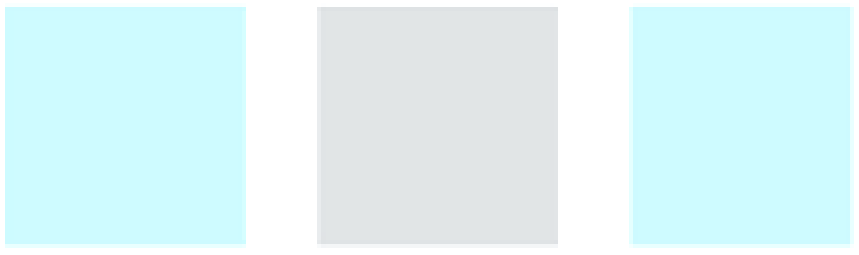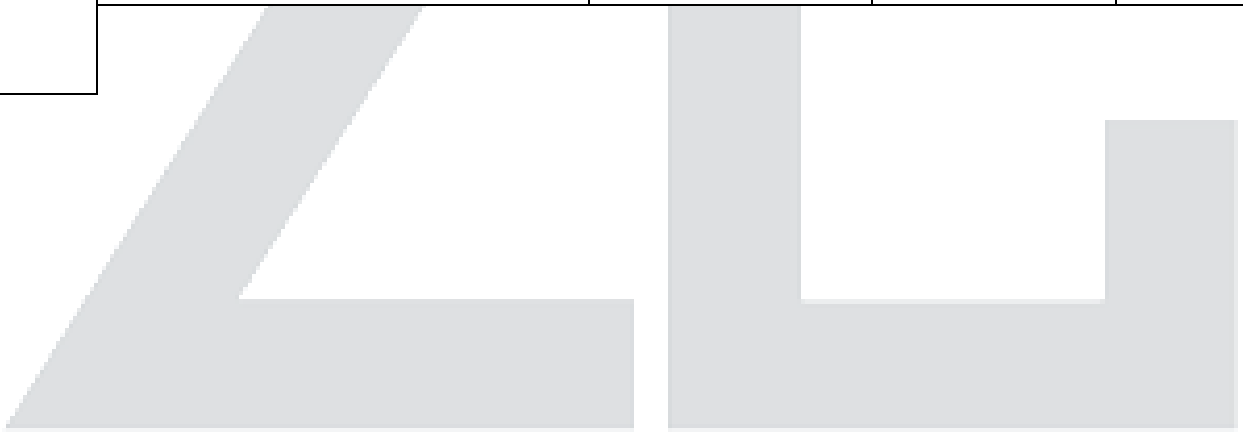
ZNetLive Support Services

Creating support ticket at ZNetLive - Support ticket allows users to report problems or ask for help/action on certain issues to experience seamless services.

- It is a system of records which helps you in keeping track of your issue from your member panel at any given time. As details and responses related to the issue are recorded in the ticket system, you do not need to repeat your problem or explain it repeatedly to different customer support personnel. Request is automatically allocated to the relevant department which ensures speedy resolution of the issues.

- Ticket system is easy to access as you can raise ticket directly using your registered mail id as well as from within your support panel anytime, as per your convenience.

- Since it is registered on the system, you are always well informed throughout the process.

- The entire process of ticket raising at ZNetLive is client friendly and easy to use.

- It gives visibility and clarity to your issue as you can include screen shots or multiple attachments with ticket to provide a more apparent description of the issue.

SERVICE LEVEL AGREEMENT

ZNetLive guarantees 99.9% availability of its monitoring services and infrastructure for Managed Windows service along with the commitment to maintain services in proper operational condition.

However, this assurance excludes infrastructure components that are not in High Availability deployment and unavailability of infrastructure due to hardware/software issues related to OEM.

Severity 1 (S1) -> System down impacting customer significantly

Severity 2 (S2) -> System functioning despite degraded performance

Severity 3 (S3) -> Error not impacting the end customer

We adhere to the service response time commitments as mentioned in the table below.

Severity	Log Time	Respond Time	Target time to update customer
S1	20 minutes	15 minutes	Every 1 hour
S2	40 minutes	30minutes	Every 4 hours
S3	60 minutes	60 minutes	Every 8 hours
Change Request	30 minutes	2 hours	4hrs or up on completion of the CR

We will keep you updated throughout the entire troubleshooting process, in-case of Severity or if there is any request regarding it. You will also receive alerts and notifications via mail, by default. If customers wish to get details, they can login to ZNetLive Member panel.
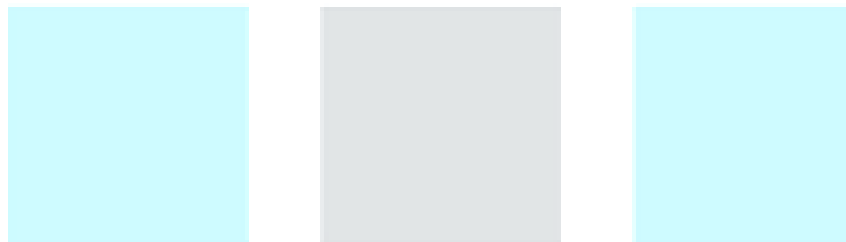
About ZNetLive

ZNetLive provides managed services to large enterprises and SMBs on latest technologies and enterprise grade hardware with value added benefits. ZNetLive specializes in infrastructure analysis to provide dynamic managed solutions tailored to specific industry processes.

ZNetLive, owned by ZNet Technologies Pvt. Ltd., was founded in 2001 and has been providing managed services to customers in over 141+ countries worldwide.

In addition to industry's best accreditations such as the Host Review Readers' Choice Award; The Deloitte Technology Fast 500 Asia and Fast 50 India Awards for 2010 & 2011; ISO 27001 and D&B certifications, ZNetLive has several Microsoft certifications.

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