

The background of the top section features a person's hands typing on a laptop keyboard. Overlaid on this are various digital security icons, including a cloud with a padlock, circuit lines, and several red padlock icons, all set against a dark blue background with a world map outline.

# **Backup and Migration as a Service**

## **A Fully Managed Service to Protect Critical Data**

### **Backup as a Service Overview**

Protecting valuable data across a wide range of platforms is becoming more complex and time consuming. With data spread across cloud, virtual, physical and legacy workloads, many organisations wonder if their data is fully protected. Altiatech's fully managed Backup as a Service (BaaS) makes it simple for organisations to recover from data corruption, data loss and security incidents.

#### **Enterprise-Class Data Protection**

Recognising the complexity that often comes from Backup processes, we deliver an easy to manage and flexible solution that enables you to scale up and centralise distributed IT environments.

Altiatech offers you peace of mind with uncompromised enterprise-class protection, leveraging best in breed proven technology solutions to protect your data. With our fully integrated service, customers can receive fast and secure solutions to backup and replicate critical information to our cloud storage.

Our multi-stepped approach of BaaS is a fully comprehensive end-to-end solution that takes care of your data and backup needs in all scenarios.

This is summarised as:

- Backup Design – scheduling, retention, deletion and exclusion policies that meet your business needs.
- Monitoring – BaaS monitors your backups every day and reports on the completion, status and health of your backup sets, including any errors and pro-active resolution.
- Management – Regular technical reviews and change control that works for your organisation.

# Reduce Privacy and Security Risk

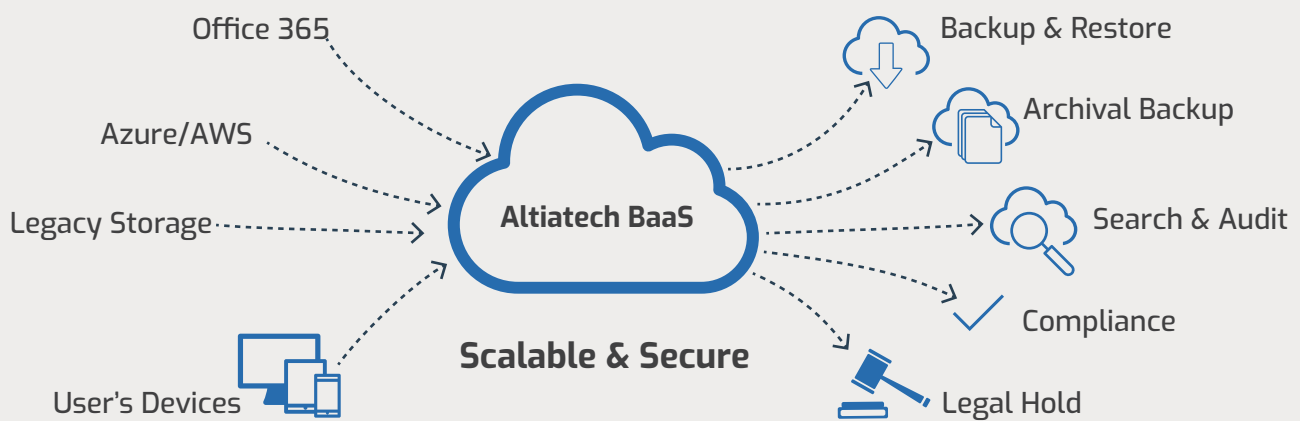
## Delivering Business Agility

Our cloud platform is built on top of the Amazon Web Services (AWS) and Microsoft Azure technology stack, giving you unrivalled scalability to meet the growing demands of your business. As customers have a choice of backup locations, our BaaS offering is less expensive than traditional tape drives, servers, or other hardware and software elements necessary to perform backup.

### Unify, Monitor and Protect Data

Simplify your incremental and archival backup, compliance and device management to reduce the cost, risk and complexity of protecting your organisation's data.

Together with data replication processes across geographical sites to ensure high availability and high recovery, our BaaS leverages public cloud data centres, which are resilient with in-built networking and power redundancy.



# Protect Smartly & Securely

## Data Management, Protection and Recovery

### Service Features

- Centralised administrative console.
- Simple set-up, management and unrivalled scalability.
- Automated and proactive compliance monitoring.
- Multiple levels of redundancy with independent storage locations.
- Secure access and encryption.
- Data Validation, Classification & Protection
- Comprehensive backup protection.
- Access 24/7 support, 365 days of a year.

### Service Benefits

- Save costs on your overall management and time, as well as leveraging an operational expenditure (opex) model for easier budgeting.
- Fast, flexible and easy to deploy, as well as easy to scale according to business requirements.
- Concentrate on your existing projects without having to spend time on routine backup processes.
- Fails-safe data access is available from a mix of multi-cloud or on-premise systems, even in disaster situations that affect critical systems.
- Receive secure and delegated access rights and permissions, together with encrypted data that is secure, even if in the wrong hands.
- Mitigate risk by proactively monitoring and neutralising violations of privacy, security and compliance as soon as data is generated.
- Securely backup all your assets in Windows 10 and Office 365, including SharePoint, OneDrive and Microsoft Teams.
- Round the clock support for any issue, from an individual file restore to full server restoration.

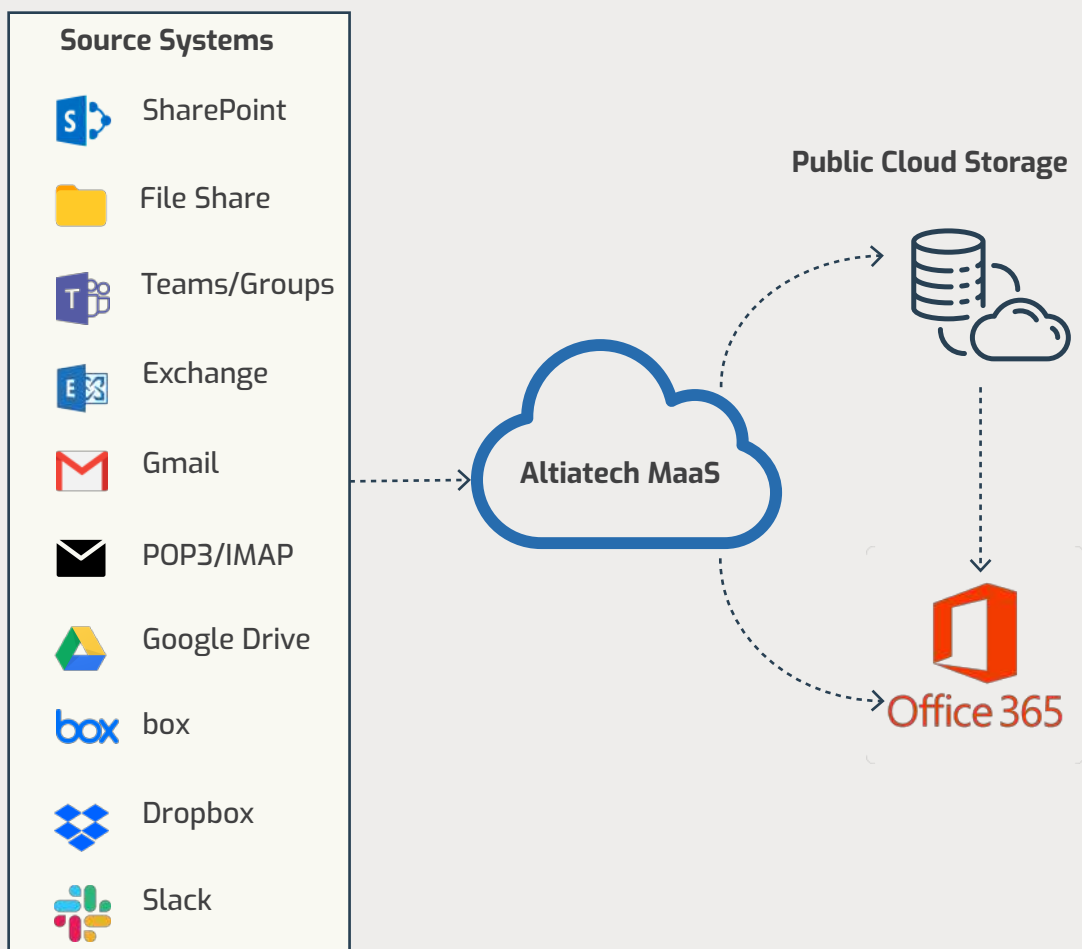
# Easily Migrate and Consolidate Critical Data

## Migration as a Service Overview

Altiotech's Migration as a Service handles migration complexity so you don't have to. Industry-leading migration technologies and best practices are applied by the experts who know them best – ensuring your smooth transition to Office 365 or SharePoint from start to finish.

### Migration Architecture

Altiotech MaaS has one of the fastest tools on the market to consolidate and migrate on-premises Exchange, SharePoint, and file shares, or other cloud content in Teams, Box, Dropbox, Slack, and Google Drive, into your Office 365 cloud.



# Next Steps and Service Delivery



## **Pre-requisites**

There are no pre-requisites for BaaS. We provide all licencing and software/ hardware required for your deployment.

We will hold an initial workshop to determine your requirements and then assess your existing infrastructure to ensure the best plan is deployed for your current and future needs.



## **On-boarding and Off-boarding Process**

A comprehensive assessment of your current estate will be carried out by our fully qualified consultants. This assessment will determine the correct configuration of the service to meet both your existing infrastructure and business needs, along with the time it will take for deployment. The service can be deployed remotely or on-site – dependant on your access policies and the final infrastructure configuration agreed.

We adopt a similar approach when off boarding our clients, and dependant on the contract signed, can off-board clients within 30 days. Our off-boarding process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately, we want you to be satisfied all objectives have been met before concluding the project, including knowledge transfer to the relevant stakeholders, where required.

### **Ongoing Support**

Altiotech can provide you with on-going support, from 3rd line to a fully managed service with a range of support hours/ SLAs to meet your business needs depending on the severity of your support issue.

#### **Typical services we provide are as follows:**

Monday – Friday 0900–1700 with 4-hour Response  
Monday – Friday 0800–1800 with 4-hour Response  
Monday – Sunday 0800–2000 with 4-hour Response  
24x7 with 4-hour Response

**Altiotech can also provide a tailored support package to meet your business needs.**

# Empowering Business Through Innovation

## About Altiatech

Altiatech is a Microsoft Gold Partner, offering organisations a variety of backup services that provide a full scale, comprehensive data protection service. Organisations rely on Altiatech's integrated technologies and expertise to deliver a fully managed service, that in return, allows them to focus on the core needs of their business.



Altiatech can also provide ancillary services, such as:

- End-user devices (headsets/ handsets/ webcams or screens)
- Drive user adoption and optimise your investment with our training services, including on-site, online and train the trainer packages.

Through professional services, our team offers an effective combination of customer service expertise and deep technical knowledge to help guide you on your journey towards the modern workplace. We deliver innovative ways to better serve your organisation and support users to enjoy the full benefits of your IT investment.

## Public Sector Clients

As a specialist end-to-end IT provider, we are committed to working hand in hand with our clients. We understand that people come first, and technology second, which is why we provide flexible IT solutions to enrich your user experience and improve your organisations digital transformation.

Here are some of our clients below.



Contact us today  
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**altiatech**  
Empowering Business Through Innovation