

Backup and recovery services and solutions – Services Descriptions

Backup Services Overview:

Backup Overview



MTI can provide customers with modern data protection solutions that overcome many of the challenges of legacy backup technologies and support the new fights against ransomware. Many organisations struggle to meet their backup window and protect their critical systems, resulting in risks associated with compliance and deviation from the NCSC guidelines. A solid backup platform and strategy is critical to business continuity and disaster recovery planning.

MTI collaborates with top-tier backup vendors and solutions, ensuring scalability and compatibility with both small and large environments. Our expertise lies in crafting solutions that optimise operations, resulting in cost reductions. With our services, customers can maintain a competitive edge, minimise compliance risks, and enhance operational efficiency by eliminating expensive tape backup systems.

Data Protection Assessment Services

MTI's Data Protection Assessment will provide the data to support improvements in the data protection environment, support the identification of risks and highlight any obvious configuration issues.

Specifically, the assessment seeks to:

- Support reduction in business expenditure where possible.
- Identify opportunities to Increase efficiency in your backup and recovery processes.
- Highlight gaps in protection to facilitate a complete backup solution - whether that be on-premise or in the cloud.
- Identify the potential for a managed Backup service from MTI.
- Identify metrics that would support customers in meeting both recovery and compliance objectives.
- Ensure that all environments conform to NCSC guidelines.

Assessment

MTI will work with you to understand your business objectives and conduct the data protection assessment. The product sets that typically form a backup solution can be but not limited to:

Power Protect Data Manager (PPDM) - built for modern backup and virtualised environment protection.

Dell Technologies NetWorker - All rounder for physical, virtual, disk and tape targets.

Dell Technologies Avamar - Unique source-based backup to disk solution.

Dell Technologies CRS - A RobustCyber Recovery Solution and Isolated Vault environment to enhance Ransomware Protection and Recovery.

Rubrik - A modern platform for workloads spanning on-premises, SaaS, and Cloud IaaS, focusing on Cyber Security and Ransomware protection managed from a Central Cloud Control plane.

PowerProtect Data Domain - The worlds leading deduplication and target backup appliance.

PowerProtect DM5500 - A wholly integrated Backup Appliance incorporating the best of PPDM and Data Domain as a turnkey backup solution.

Veeam - Optimised for hybrid environments and backup to disk.



Optimisation

Optimise your backup function with best-of-breed solutions and expert guidance from MTI.



Compliance

Meet all of your regulatory and compliance obligations while being able to scale your data protection capabilities



Action Plan

MTI work in partnership with our customers to understand your business objectives and propose the right backup solution to support those objectives.

Deployment Services

MTI in-house teams have an in-depth knowledge and understanding of data centre architecture and implementation. Our experts have developed MTI's Backup services over 25 years, working alongside our customer's IT teams, establishing best practices and installing the latest data centre technologies. These can include the latest scale-out backup architectures or more cost-effective deployments based on simple requirements to fulfil a solution for protecting and recovering essential data. We work with many major backup platforms and can understand both the hardware targets and software platforms required to integrate them to form an efficient working solution, whether on-premises or in a cloud environment.

Managed Services

MTI can provide services for on-site management of existing customer environments and as a Service: a completely managed service with flexible deployment options for organisations of all sizes.

MTI's fully managed service can look after all protection and restore equipment and processes involved within the backup environment being managed.

- Broad platform protection covering major OS, applications, hypervisors and M365 SaaS apps.
- Stringent SLAs for protection, recovery and reporting.
- NCSC alignment for 3:2:1 protection - production copy, local copy, MTI cloud copy for long-term retention options.

Deliverables

- Modern backup and recovery solutions.
- Documentation sets and reports where applicable to define the current state of the backup environments.
- Regular service delivery reviews and updates if a customer is also using an MTI Managed Service.
- Level - 1, 2 or 3 support service for controlling backup software and hardware break/fix and updates where applicable.

Benefits & Outcomes

- Modernise their backup and recovery environments to improve efficiencies, streamline operations and meet compliance goals.
- Effectively deal with Increases in their backup volumes and meet their regulatory and compliance requirements and obligations.
- Ensure critical data is effectively protected from disasters and the threat of ransomware attacks, with an emphasis on recoverability.



Case Study

"We needed a provider that could meet our volume of demand. We have over 300 web sites, apps and portals, in over 10 countries, each running in it's own silo, in local initiatives, collecting personal information. MTI is that provider."

Ian Livingstone
Cyber Security Manager
British Council



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Secure Backup Review – Service Description

Service Name`	Secure Backup Review
Service SKU	HI002 SBR
Service Description	Organisations of all types are being targeted with ransomware and malware attacks designed to gain access to backup solutions and to encrypt the backup data as a precursor to a wider-scale ransomware attack. This places utmost importance on implementing a robust backup solution that can resist targeted cyber-attacks and to allow organisations to recover from an attack when needed. MTI's Secure Backup Review will assess your existing backup and recovery solution and highlight gaps between that and NCSC guidelines. The review starts with a workshop to gather the right information to allow a backup solution to be implemented in a secure and resilient manner. Specifically, the workshop seeks to: • Identify key personnel involved in backup and recovery operations • Understand the current backup environment with regards to the client data, software used and hardware targets • Understand any shortcomings, or issues with the current backup process • Perform a discovery work to capture all relevant client systems (where required) • Discuss changes and potential mitigation of cyber threats in the recovery of backup data • Recommend technical remediation and improvements to the current backup function and recommendations in alignment with NCSC guidelines Outcomes After gathering the required information, MTI can produce a Backup Assessment report including gap analysis and recommendations towards risk mitigation planning. Where immediate requirements are more clearly identified, then customer may wish to move directly to acquiring a solution. The Backup Assessment Report provides a baseline for the current environment and can be used to build a comprehensive road map and migration strategy for a future backup and recovery environment. If following the assessment, there is a requirement to design more extensively, a complete (or elements of) a solution MTI can provide this through the Backup Solution Design Service.
Scope of Delivery	<u>Prerequisites</u> For the Workshop to proceed smoothly and conclude within the allotted time, MTI have outlined the below prerequisites. <u>Attendees</u> MTI recommend the below personnel attend the workshop: • IT manager • CISO or equivalent • Backup Administrator Due to the topics being discussed, having the below information to hand for the workshop will facilitate the smooth running of it: • Details of current backup software in use, including version • Network Diagram / Overview of current backup solution • Details of network segregation in place to isolate backup data stores • Details of hosts and data currently backed up • Overview of how administrative access is obtained to the backup interface Details of any cyber recovery plan in place

Workshop

MTI will work with your IT team(s) to ascertain whether the current backup and recovery function is suitable for requirements and adheres to the recommendations given by the NCSC (National Cyber Security Centre) to mitigate risk of cyber-attacks such as ransomware.

The workshop is anticipated to take no more than 2 hours. The workshop will review:

- The type and features of the controlling backup software
 - An on-line assessment of backup software (vendor dependent*)
- The current backup software and architecture to include:
 - Backup and Media Servers
 - Target devices
 - Geographical Sites and off-site capabilities
 - Base network speeds
 - Inter-link speeds
 - Cloud provider(s)
- Front-end data volume amount (approximately) across geographical sites
- Estimated daily rates of change and Full/Incremental policy
- The data retention period for daily, weekly, monthly and yearly backups
- What data (if any) is off-line
- Future compound annual growth rate
- Data types to determine de-duplication and compression
 - Database?
 - Email?
 - General file data?
 - Images, scanned, or voice recorded data?
- Total server count and mix between virtual and physical
- Server OS types and any hot-backup modules for databases / BBB
- Application types i.e. MS SQL, Oracle etc.
- Any shortfall in coverage of the current backup system to backup clients
- Any issues with the current backup environment, for example:
 - Performance to meet backup windows
 - Capacity to hold required data retention
 - Unreliable daily backups
 - Recovery SLA issues
- What the critical data volume and servers are for a recovery operation
- Current 3-2-1 Backup conformity
- Security Elements to be discussed:
 - How do users administrate backups
 - Network segregation
 - Antivirus deployments
 - Access Management solutions
 - Logging and Alerting

*Backup software assessments may vary in complexity and availability.

Data Discovery

To obtain data to guarantee that all critical systems are covered in the existing design, MTI will conduct a discovery exercise. This will take the form of an active scan against the environment to identify all live hosts and the volume of data for backup.

During the work shop we will discuss:

- Pre-requisites for a server discovery
- Network Topology
- Domain Controller access requirements

Discovery Scans



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Internal

	The discovery scans can be carried out over a VPN if suitable access to the internal network is available or onsite if required. MTI will conduct subnet discovery scans to identify: • Host name and IP address of all live hosts • Operating System type • If the host is joined to an active directory domain • Disk size of all installed disk • Consumed data capacity / volume of data to be backed up • Extract data from current backup solution to identify hosts omitted from current backup regimes The output of the discovery scan is a full assets list of hosts that need to be included in the backup program along with the volume of data that will be backed up.
Scope of delivery Exclusions	• Out of hours working • Documentation beyond the assessment report output • Customer Acceptance Tests of backup environment • Configuration of any hardware, or applications • Training unless specified • Rectification of any issues with the backup environment • Configuration of any network parameters
Deliverables	May vary based upon the individual organisation's environment but will typically include a report with details on the backup environment (high-level architectural layout) as is, with risks, gaps, etc. highlighted in a risk matrix with tactical or strategic recommendations (not Vendor Specific) for improvement – See Scope of Delivery If the customer wishes to move to engagement around solution scoping and design, this can be initiated via their account director/Manager for the MTI Backup Design Service.
Aligned Solution Area	MTI Backup and Recovery services and solutions
Delivery Resources	MTI Internal
Delivery Profile	Technical Architect with experience with backup products and infrastructure design methodologies

MTI Backup Solutions Deployment Services

Service Name	Backup Deployment Services
Service SKU	HI004 MTI Deployment Services
Service Description	The MTI's Professional and Managed Services teams have an in-depth knowledge and understanding of datacentre solutions architecture and implementation. Our experts have developed this over 30 years working alongside customers and establishing best practices for the installation and management of the latest data center technologies. We design, sell, implement and support a range of products with MTI's certified and accredited engineers but may use accredited third parties for elements that MTI are not certified against, or for backup infrastructure and solutions that are not core to MTI's portfolio. Our engineers are trained to provide efficient and effective deployments on all products MTI supports and MTI follows Prince2 methodology for the accompanying MTI Project Management with any large-scale deployments. MTI have a dedicated Project Management Office and Project Managers to support customers from planning through to project sign off.
Scope of Delivery	The MTI Project Manager will work closely with Customer to deliver the services specified which are determined through a mutually agreed and detailed Statement of Work (SoW). As different hardware and software require varying degrees of expertise and interaction, the

	generalised points for scoping and delivery of a backup solution are detailed below and are subject to the Customer satisfying the "Customer Responsibilities" and assumptions detailed within the relevant SoW General Deployment deliverables: • Meets with Customer to ensure that the environment and operational implementation requirements (hardware, software, and infrastructure) are met by Customer, and provides Customer with a list of required or beneficial updates – may require Site Survey in advance. • Obtains the business and IT requirements, goals, expectations, and success parameters associated with the project. • Verifies that the environment meets all hardware and software requirements • Verifies the high-level architecture/design to meet the business and IT requirements, goals, expectations, and success parameters associated with the project. • Completes solution design validation (if applicable) • Racking and assistance stacking the hardware components • Connects LAN/data cables to the hardware components • Applies any licenses if applicable • Demonstrates hardware components are operational/fit for purpose • Verifies and configures LAN connectivity (if applicable) • Configures additional software, (as applicable). • Configures system administration for support and alerts as required. • Configures quotas, if necessary. • Configures data movement policies on all applicable hardware • Configures iSCSI/FC/CIFS/NFS/IB data access if relevant • Updates asset information and documentation for Support accounts • Completes solution implementation validation and any test plans if applicable Outcomes An MTI Backup and recovery infrastructure design means that customers will get the modern data protection of the critical data that drives their business forward and can have confidence in knowing that they have a Stable, Reliable, Efficient and Optimal solution.
Scope of delivery Exclusions	• Out of hours working unless through prior agreement. • Documentation beyond the assessment report output • Customer Acceptance Tests of backup environment • Configuration of any hardware, or applications not explicitly defined in the scope • Training unless specified • Rectification of any issues with the backup environment • Configuration of any network parameters
Deliverables	MTI will typically provide the Customer with the following Deliverables in connection with the implementation Services: • Pre-engagement Questionnaire/Configuration Run Book • Test Plan for any defined acceptance testing • High-level Configuration Guide for the equipment installed • As built documentation • Project Completion Form/Acceptance Form
Aligned Solution Area	MTI Backup and Recovery services and solutions
Delivery Resources	MTI Internal
Delivery Profile	Technical Architect with experience with backup products and infrastructure design Methodologies, Professional Services engineering resources (accredited in the specific backup technology), Project Mgt or Project Mgt Office (PMO) aligned resources based on the complexity of the project.

Service Name`	Backup Support Services
Service SKU	HI005 MTI Backup Support Services
Service Description	MTI offers comprehensive maintenance and support services to support your hardware and software from the world's leading vendors. From a single system to a complex infrastructure our highly accredited, 24x7x365 UK based support team is committed to providing excellence in customer support and customer satisfaction, driven by our continual service improvement initiatives. The MTI Service Portal is a self-service platform for customers with a Managed Services or Support contract with MTI, where it is possible to instantly report issues, monitor active incidents, raise service requests and request a new contract, or renewal. Our Service Desk delivers proactive IT support at the heart of the business, with flexible, tailored contracts to meet specific requirements and unique challenges. The service desk is contactable via a single number globally. Our tailored, flexible service contracts for Infrastructure Management Services, Cloud and Security are governed by recognised industry standards and processes such as; ITIL v3, Prince2, ISO27001 and PCI, to ensure we meet regulatory and compliance requirements For certain Vendor technologies MTI is accredited to deliver support directly for those vendors, which can result in cost savings for our customers but in no way invalidates the support from the Vendor, and in fact enables MTI to leverage our escalation routes into the Vendors to deliver a highly responsive service MTI can also provide contract consolidation services for customers with solutions from multiple vendors to offer a single coterminous renewal date to simplify contract management, and can layer our service desk over these types of contract to provide a single support number for customers to call and log tickets for support
Scope of Delivery	The scope of MTI's Service and Support services are generalised below but can be tailored to suit and meet the needs of our customers: • 9x5, or 24x7 Remote Technical Support • Software and/or Hardware Covered products • Next Business Day, or 4-Hour Onsite Hardware Support • Self Service case initiation and management • Access to software updates • Proactive monitoring and predictive analysis • MTI Level-3 Fast access to specialised support engineers • Predictive detection of hardware failures • 3rd Party software support • Assigned technical account manager • Tailored assessments and recommendations • Proactive systems maintenance • Personalised and fixed service team • Lower Cost • Disk/parts retention options • Fast and effective Major incident response • Proactive reporting (capacity & performance) optional extras • Incident & management reporting and analysis optional extras Outcomes An MTI service and support agreement means that customers will get the rapid response and outcome they expect to keep their mission critical systems in full working order along with protection of the critical data that drives their business forward!



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Scope of delivery Exclusions	Based on specific contractuals.
Deliverables	Based on specific contractuals.
Aligned Solution Area	MTI Backup and Recovery services and solutions
Delivery Resources	MTI Internal
Delivery Profile	MTI NOC/SOC qualified Support Engineering Resources, MTI Service Desk and MTI Service Delivery Mgt.

Service Name`	Backup Managed Services
Service SKU	HI006 MTI Infrastructure Managed Services
Service Description	MTI's IT Backup Managed Service is a comprehensive solution designed to ensure the protection, integrity, and availability of critical data within a customer's organisation. This service involves the management of backup and recovery processes for various data sources. Benefits: • Risk Mitigation: Minimisation of the risk of data loss due to accidental deletion, hardware failures, cyberattacks, or other unforeseen events. • Operational Efficiency: Streamlined and automated backup processes, allowing IT teams to focus on strategic initiatives rather than routine data management tasks. • Compliance Assurance: Ensuring that data backup and retention practices align with industry regulations and compliance standards. • Cost Efficiency: Predictable and manageable costs associated with data protection, without the need for significant upfront investments in hardware and software. • Business Continuity: Quick recovery of critical data and systems, reducing downtime and maintaining business continuity. • Security: Robust security measures to safeguard sensitive data from unauthorized access and cyber threats. MTI's IT Backup Managed Service provides a comprehensive and proactive approach to data protection, ensuring that organisations can recover quickly from data loss incidents and maintain the integrity and availability of their critical information.
Scope of Delivery	Service Components: Data Backup: • Regular and automated backup of critical data from various sources, including servers, databases, workstations, and other relevant systems. • Multiple backup options, such as full, incremental, or differential backups, to optimize storage and efficiency. Data Storage and Encryption: • Secure storage of backup data in reliable repositories, both on-site and off-site, to protect against data loss in case of disasters. • Implementation of encryption protocols to safeguard sensitive information during transit and storage. Backup Monitoring: • Continuous monitoring of backup processes to ensure successful completion of scheduled backups. • Proactive identification and resolution of issues, such as failed backups or insufficient storage capacity.



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	Data Restoration: • Rapid and reliable data restoration services in the event of data loss or system failures. • Testing of restoration processes to validate the integrity of backup data. Versioning and Retention: • Management of data versioning and retention policies to ensure that historical data can be recovered if needed. • Customizable retention periods based on regulatory requirements or organizational policies. Security and Compliance: • Implementation of security measures to protect backup data from unauthorized access or cyber threats. • Adherence to industry-specific compliance standards and regulations related to data protection. Disaster Recovery Planning: • Development and maintenance of a comprehensive disaster recovery plan to minimize downtime in the event of a catastrophic incident. • Regular testing of disaster recovery procedures to validate their effectiveness. Reporting and Auditing: • Generation of regular reports on backup status, performance metrics, and compliance with service level agreements (SLAs). • Audit trails to track changes and access to backup systems for security and accountability. 24/7 Support: • Access to a dedicated support team that can address issues, provide assistance with data recovery, and ensure the smooth operation of backup processes. Scalability: • The ability to scale the backup infrastructure and services based on the changing needs and growth of the organization.
Account Control	Service Delivery Mgt MTI's Managed Service offerings includes a Service delivery manager (SDM). MTI's SDM is responsible for the comprehensive planning, executing, managing, and improving the delivery of services for the customer. This involves coordinating and overseeing the end-to-end process of providing services to the customer. The primary goal of service delivery management is to ensure that services meet the needs and expectations of the recipients in an efficient and effective manner through the use of the below components: • Service Design: This involves defining and designing the services that an organization will deliver. It includes understanding customer requirements, defining service levels, and creating service catalogs. • Service Transition: This phase focuses on the implementation and deployment of services. It includes activities such as access provision, testing, training, and ensuring a smooth transition into live service. • Service Operation: This is the day-to-day management and delivery of services. It involves activities such as incident management, problem management, change management, and continuous monitoring of service performance.



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	• Service Improvement: Service delivery management includes a continuous improvement process. This involves analysing performance data, identifying areas for improvement, and implementing changes to enhance service quality and efficiency. • Service Level Management: This involves defining, monitoring, and managing service level agreements (SLAs) to ensure that services meet agreed-upon performance standards. • Customer Relationship Management: Building and maintaining positive relationships with customers is a critical aspect. This includes understanding customer expectations, addressing concerns, and ensuring customer satisfaction. • Resource Management: Efficiently managing resources, including personnel, technology, and facilities, is crucial for successful service delivery. • Risk Management: Identifying and mitigating potential risks that could impact service delivery is an essential part of service delivery management. • Communication: Effective communication is key to ensuring that all stakeholders are informed about service status, changes, and any issues that may arise. • Documentation: Proper documentation of processes, procedures, and changes is essential for maintaining a clear and organized approach to service delivery.
ITIL	ITIL Components Event Management: • Monitor and manage events in the backup environment, detecting and responding to anomalies or potential issues before they impact service. Incident Management: • Respond to and resolve incidents related to backup services promptly. This includes handling failures in backup processes and restoring services as quickly as possible. Change Management: • Control the introduction of changes to the backup environment to minimize the impact on services. This includes testing and validating changes to backup configurations and processes. Problem Management: • Identify and address the root causes of recurring incidents or problems in the backup environment to prevent future occurrences. Request Fulfillment: • Process and fulfill requests related to backup services, such as data restores or adjustments to backup schedules. Access Management: • Manage access to backup systems and data, ensuring that only authorized personnel have appropriate permissions. Capacity Management: • Plan and manage the capacity of backup resources to ensure that they meet current and future needs. This involves understanding trends in data growth and adjusting resources accordingly. Availability Management: • Ensure that the backup service is available when needed, including planning for contingencies, and minimizing downtime. Information Security Management: • Implement security measures to protect backup data from unauthorized access, ensuring the confidentiality, integrity, and availability of information.



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	Release and Deployment Management: - Plan and oversee the release and deployment of new or updated backup services, ensuring that they are delivered efficiently and effectively. Knowledge Management: - Capture, organize, and share knowledge related to backup processes and configurations to improve the efficiency of handling incidents and problems. Service Measurement and Reporting: - Define and measure key performance indicators (KPIs) for the backup service, using this data to identify areas for improvement. Service Review: - Regularly review the performance and effectiveness of the backup service in collaboration with stakeholders, identifying opportunities for enhancements. Process Evaluation: - Continuously assess and improve backup-related processes to ensure they align with business goals and industry best practices.
Scope of delivery Exclusions	MTI's Backup Managed Service is tailored to our customer's needs, offering a highly flexible and tailorable service. Below are some examples where our customers typically will still be responsible for areas that can have an impact on the backup service, or where a piece of work will be classified as professional services: - Customers Networks - Software Upgrades - Firmware Upgrades (Typically maintenance provider will deliver this) - End backup client management (Workstation/Server)
Deliverables	Based on specific contractuals, but typically inclusive of the following to evidence that the service is delivering to the customers expectations and contractual requirements: - Customer feedback will be requested every month in the form of a customer satisfaction survey inclusive of a net-promoter score - A service review will take place every month delivered by the Service Delivery and Customer Success Manager with the below agenda: - Report on performance against agreed KPI's across all disciplines - Backup success % - Availability of Backup Systems - Restoration jobs - Test Restorations - Speed of backup jobs against a baseline - SLA adherence - Response - Resolution - MTI Servicedesk availability - Account Relationship Status - Service Status - Commercial Status - Business/IT Transformation Status - Incident and Service Request Breakdown - Change Management reporting - Problem Management reporting - Technical Breakdown Summary - Low level Technical Breakdown MTI take pride in listening to customers feedback and constantly tries to evolve the service to cater for said feedback. With this in mind MTI can agree with the customer



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	additional deliverables.
Aligned Solution Area	MTI Backup and Recovery services and solutions – Data Center
Delivery Resources	MTI Internal
Delivery Profile	MTI NOC/SOC qualified Support Engineering Resources, MTI Service Desk and MTI Service Delivery Mgt.