

Bytes Managed Backup by Commvault



BYTES MANAGED BACKUP BY COMMVAULT

Service Name

Managed Backup by Commvault

Service Type

Managed Service

Service Summary

Managed Backup by Commvault is a fully managed data protection service delivered by Bytes, built on the Commvault platform. It is designed to protect customer data across on premises, cloud, and hybrid environments, ensuring backups are reliable, recoverable, and compliant with business and regulatory requirements. Bytes takes responsibility for the design, deployment, operation, monitoring, and ongoing optimisation of the backup environment, allowing customers to focus on their core business.

Service Description

Managed Backup by Commvault provides end to end backup and recovery management using industry leading Commvault technology. The service covers the full lifecycle of data protection, from initial assessment and architecture design through to daily operational management, testing, and incident response.

The service is suitable for organisations that need enterprise grade backup without the overhead of managing the tooling, infrastructure, and specialist skills in house. Bytes acts as the single point of accountability for backup success, recovery assurance, and platform health.

Service Scope

In Scope

- Design and implementation of Commvault backup architecture
- Protection of supported workloads, including:
 - Virtual machines
 - Physical servers
 - File systems
 - Databases (where supported by Commvault agents)
 - Cloud workloads (Azure, AWS, and supported SaaS platforms)
- Backup policy configuration and management
- Backup scheduling and retention management
- Monitoring of backup jobs and infrastructure health
- Failure remediation and retry management
- Regular reporting on backup status and success rates
- Restore support for file level, application level, and system level recoveries
- Ongoing optimisation and best practice alignment

Out of Scope

- Application level troubleshooting beyond backup and restore activities
- Disaster recovery orchestration unless explicitly contracted
- Unsupported or end of life platforms
- Customer managed encryption key custody unless agreed

Key Features

- Centralised backup management across hybrid environments
- Policy driven automation for consistency and compliance
- Secure backup storage with encryption in transit and at rest
- Granular restore capabilities for rapid recovery
- Scalable architecture to support data growth
- Role based access control and audit logging

Service Delivery Model

Onboarding

1. Discovery workshop to understand customer environment and requirements
2. Backup design aligned to recovery objectives and compliance needs
3. Deployment and configuration of Commvault platform
4. Initial backup seeding and validation
5. Knowledge transfer and service handover

Ongoing Operations

- Continuous monitoring of backup jobs
- Proactive resolution of failures
- Change management for new workloads and policy updates
- Regular service reviews
- Platform upgrades and patching

Restore and Recovery

Bytes provides managed restore support as part of the service. Restore requests are handled through agreed support channels and prioritised based on impact and urgency. Testing of restore processes can be scheduled to validate recoverability and meet audit requirements.

Security and Compliance

- Data encrypted in transit and at rest
- Access controlled using least privilege principles
- Audit logs available for compliance review
- Alignment with common regulatory frameworks where applicable

Accessibility Standards

Managed Backup by Commvault is delivered using the Commvault management interface and associated reporting portals. Accessibility compliance is dependent on the capabilities of the underlying Commvault platform.

Based on vendor documentation and Bytes' operational use of the platform:

- The Commvault interface is designed to align with WCAG 2.1 and later accessibility guidelines where feasible for enterprise management software
- Full compliance with WCAG 2.2 AAA **is not formally certified** for the Commvault user interface
- The service is primarily intended for use by trained IT administrators, rather than as a public facing or consumer application

Bytes mitigates accessibility limitations through:

- Managed service delivery, reducing the need for direct customer interaction with the platform
- Support assisted operations for restore requests and reporting
- Provision of reports in accessible formats on request, where supported

Where customers have specific accessibility requirements, these should be discussed during onboarding to determine suitability and reasonable adjustments.

Reporting and Visibility

Customers receive regular reports covering:

- Backup success and failure rates
- Protected workloads
- Storage utilisation
- Trends and improvement recommendations

Reports can be tailored based on customer requirements.

Service Dependencies

- Supported operating systems and applications
- Network connectivity between protected workloads and backup targets
- Customer provisioned credentials and access where required
- Licensing for Commvault and underlying storage, unless otherwise agreed

Assumptions

- Customer environments meet Commvault support requirements
- Reasonable change volumes outside of standard onboarding
- Customer participates in onboarding and review activities

Risks and Mitigations

- Data growth exceeding forecasts mitigated through regular capacity reviews
- Backup failures mitigated through proactive monitoring and remediation
- Security risks mitigated through encryption and access controls

Target Customers

- Mid market and enterprise organisations
- Hybrid and cloud first environments
- Customers with regulatory or compliance driven backup requirements
- Organisations seeking to reduce operational overhead

Commercial Notes (Internal)

- Priced based on protected workloads and data volumes
- Optional add ons available for extended retention and advanced reporting
- Professional services may apply for complex onboarding scenarios