

# EMC BACKUP AS A SERVICE

Improve data availability and integrity through a fully-managed utility service

## ESSENTIALS

### EMC Backup as a Service delivers:

- Increased information availability and retention, with custom backup policies to fit your business needs
- Improved compliance and adherence to regulatory standards with deployment of ITIL-based standard capabilities
- Reduced costs aligned to consumption and business outcomes

Access to your business data is critical for providing reliable service to your customers. If that data becomes lost or inaccessible, it can lead to a number of repercussions, including business disruption, regulatory issues, or revenue losses. With exponential data growth, rising costs related to backup demands, and growing compliance and risk management requirements, data backup management can seem overwhelming, resource-intensive, and costly.

To alleviate these challenges, EMC® Backup as a Service simplifies the management of your data. Customers can leverage EMC backup expertise and ITIL-based standard capabilities to optimize their backup operations and increase information availability, integrity, recoverability, and compliance. With no upfront expenses to purchase equipment, EMC Backup as a Service offers you a measurable and predictable approach to keep your data safe. Through the use of data deduplication, archive management, and recoverability management, your data is protected against loss during planned and unplanned system outages.

## SERVICE DESCRIPTION

EMC Backup as a Service offers day-to-day operational delivery, management, and ongoing planning your backup environment. Services are provided through a combination of onsite and remote support leveraging EMC Global Centers of Excellence, enabling customers to optimize the performance of their enterprise and mainframe backup environments in accordance with service-level requirements.

EMC Managed Services implores you to think differently about your backup management operations. Our three-prong approach to backup management enables you to consume, govern, and run IT in a more optimal manner.

- Consume optimally and achieve cost predictability, scaling up or down as your business needs change, ensuring measurable and predictable costs to keep data safe. EMC provides simple consumption based pricing (per backup client, protected GBs, or consumed GBs post deduplication), that offer flexible policies and a degree of customization to enable budget forecasting and cost predictability.
- Govern optimally by leveraging best practices that reduce risk and increase compliance. EMC Backup as a Service provides comprehensive backup management based on current ITIL best practice framework. Proven EMC governance approaches and process methodology enable a successful transition to EMC Backup as a Service resulting in optimized management of backup operations and an increase of information availability.

- Run optimally by deploying EMC experts with experience in managing over 10 million backups per month across almost one exabyte of data. Our global delivery network enables seamless coverage and delivery execution while SLA metric tracking ensures adherence to agreed upon service levels.

Together, this approach helps to ensure greater data accessibility, improved operational efficiency, and increased business agility.

## SERVICE VALUE

EMC Backup as a Service enables customers to achieve cost predictability leveraging easily measurable and predictable consumption-based pricing, ensure recoverability and compliance, and leverage best-in-class expertise and ITIL-based standard capabilities. EMC offers a consumption-based services model that provides flexible terms and performance underpinned by service levels. Our experts leverage documented ITIL-based operational standards while EMC reporting capabilities provide operational transparency to enable business decisions. A few of the key benefits of EMC Backup as a Service include:

- Improved quality of backup management service delivery and the IT environment by using ITIL-based delivery practices
- Decreased costs and the ability to retain capital by shifting from CAPEX to OPEX
- Increased information availability and retention with custom backup policies to fit your business needs
- Improved compliance and adherence to regulatory requirements
- Adaptive delivery models with onsite and remote management

## ABOUT EMC GLOBAL SERVICES

EMC Global Services accelerates the software-defined enterprise through world-class technical expertise and service capabilities that deliver well-run hybrid clouds, empower ITaaS providers, and enable new digital-era applications. Our 16,000+ services experts worldwide, plus global network of partners, deliver the skills, knowledge, and experience organizations need to get the maximum value from their EMC technology investments—with an unending commitment to an exceptional total customer experience through service excellence.

## CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, [contact](#) your local representative or authorized reseller—or visit us at [www.emc.com](http://www.emc.com).