


# Data Protection Services:

## BACKUP AS A SERVICE (BAAS)



Meet critical RPO and RTO objectives with a best-in-class, managed backup solution that ensures easy, fast, and reliable data recovery.

### Focus on Your Business, Not Your Backups

Protecting your critical business application data stores against data loss is no easy task. Hardware and software failures, ransomware, malware, user errors and disasters all combine to make you lie awake nights wondering if your teams can successfully restore their systems.

When a mission-critical application becomes unavailable or experiences catastrophic data loss, it can threaten the survivability of the organization. The financial impact is not the only issue that faces companies that have critical applications that are offline or lose data. Loss of customer goodwill, bad press, idle employees and legal penalties (lawsuits, fines, etc.) must also be considered.

### A Complete set of Data Protection Solutions.

RDX's Cloud Data Protection Service is more than just cloud storage. RDX handles everything. Our dedicated Data Protection Team works with you to create a custom hybrid cloud solution that meets 100% of your offsite backup needs. From helping you protect a single server to your entire enterprise, RDX provides a comprehensive set of backup solutions.

Our Data Protection experts work with you to identify your recoverability goals for each server, install the components to transfer data to RDX's cloud storage platforms and test their initial executions. RDX's 24/7 operations center monitors all ongoing backup executions and ensures the data has been successfully transferred to RDX's cloud platform. Customers are able to define

### The Benefits of Backup as a Service (BaaS):

- Focus on Your Business, Not Your Backups
- Faster Data Recovery
- Simplify Backup and Recovery
- Optimize Backup Performance
- Lower Operational Costs
- Guarantee Recovery Times with SLAs
- Public, Private and Hybrid Deployment Models
- Easily Adhere to Regulatory Requirements
- Backup Data at Scale

## WHY RDX ?

- **A Partner You Know & Trust.** Rest easy knowing your systems are safeguarded by a provider that has two decades of experience backing up over 20,000 critical data stores.
- **Experienced Backup Experts.** Meet critical RPO and RTO objectives and optimize backup performance with the help of our Backup experts.
- **Technology Agnostic.** A trusted solutions provider with expertise across all systems and processes you use – tape, disk or cloud.
- **Integrated, Scalable Solution.** Not just cloud storage. RDX deploys a complete set of cloud-integrated Data Protection solutions customized to your needs.
- **Multiple Delivery Models.** Choose the cloud storage model that's right for your organization and business goals, whether RDX Cloud, AWS, Azure or your preferred vendor.
- **Tailored Offsite Backup SLAs.** Guaranteed recovery times backed with SLA options based on your business needs.

## CONTACT US

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customized backup re-execution procedures. Our operations center personnel also assist customers to restore backups to their designated storage platform targets.

## Robust and Secure Cloud Backup Storage Platforms

RDX partners with industry leading cloud vendors to provide fast, flexible, scalable and secure backup storage solutions. RDX closely reviews the vendor's control objectives for physical security, data security, perimeter protections, data duplication, change management, server monitoring and environmental devices designed to protect our client's data. RDX leverages both vendor and internally created data transfer mechanisms to transmit data from our clients' environment to the cloud storage systems.

## Data Protection From a Partner You Know and Trust

When you use RDX's data protection services, you can rest easy knowing your systems are safeguarded by a provider that has 2 decades of experience backing up over 20,000 critical data stores. RDX's services combine state-of-the-art technology solutions with time tested best practices to help you easily recover from failures that range from limited impact disruptions to major events.

## Your Data's Security is Our Top Priority

RDX understands that our customers have "turned over the keys" to their sensitive data stores to our organization. RDX's highest priority is to safeguard sensitive customer information. RDX's solution encrypts your data during transfer and at rest in our cloud environment. RDX's SOC 2 Type 2 Certification demonstrates RDX's adherence to the AICPA's 5 Trust Principles that include: Security, Availability, Processing Integrity and Data Privacy

## Data Protection/Backup Services:

- Individual server to enterprise backup strategy design
- Customize recovery processes to meet each application's Recovery Time and Recovery Point (RTO and RPO) objectives and data retention policies
- Evaluate organizational, industry specific and governmental regulatory framework control objectives
- Tailor backup component processes to server configuration
- Maintain and improve RDX backup and data transfer software
- Monitor backup jobs and cloud data transfers
- Re-execute failed backups and cloud data transfers
- Perform ad-hoc backups and cloud transfers per customer request
- Assist in backup restorations
- Act as trusted advisors during data recovery events
- Provide space utilization reports
- Document backup/recovery strategies and individual server procedures
- Document data security policies and regulatory framework controls
- Test data recoveries to ensure data protection strategies meet recovery objectives
- Document results from data recovery tests and discuss with client