

# Backup as a Service

A circular icon with a green border containing the word "Scalable" in orange text.

## Scalable

**Hugely scalable service delivery** is the foundation to the design of every one of our ICT solutions.

A circular icon with a green border containing the word "Privacy" in orange text.

## Privacy

**Guaranteed data sovereignty and local residency.** We comply with privacy and residency requirements, ensuring privacy and protection for our customers.

A circular icon with a green border containing the words "Local support" in orange text.

## Local support

**Local support** offers cost effective, inter-personal interaction with support personnel instead of electronic generated responses ahead of likely service delays.

A circular icon with a green border containing the word "Availability" in orange text.

## Availability

**Always available services** support our customers' broader business continuity agendas.





**As our customers pursue the benefits of cloud computing in response to their evolving business requirements, the race is on to provide the best business value and the highest service levels.**

Datacentrix' cloud business model delivers competitive advantage and key milestones, including hugely scalable service delivery; guaranteed data sovereignty and local support for its customers. In addition, the company provides the latest benefits from virtualisation and cloud services.

Historically, customers might have waited for a number of weeks for the provisioning of a hosted Microsoft Exchange service. Now, Datacentrix can provide the service almost instantaneously. With our dedicated infrastructure, cloud services are at our customers' fingertips in a matter of days rather than weeks.

With Datacentrix' Backup as a Service (BaaS), customers can enjoy ten times faster backup and recovery capabilities. BaaS delivers copious advantages for customers' backup, deduplication, replication, and more, including flexible self-service capabilities that meet specific business demands.

**Features and efficiencies**

BaaS is offered as a fully managed service within an environment that is monitored and controlled on a 24x7 basis.

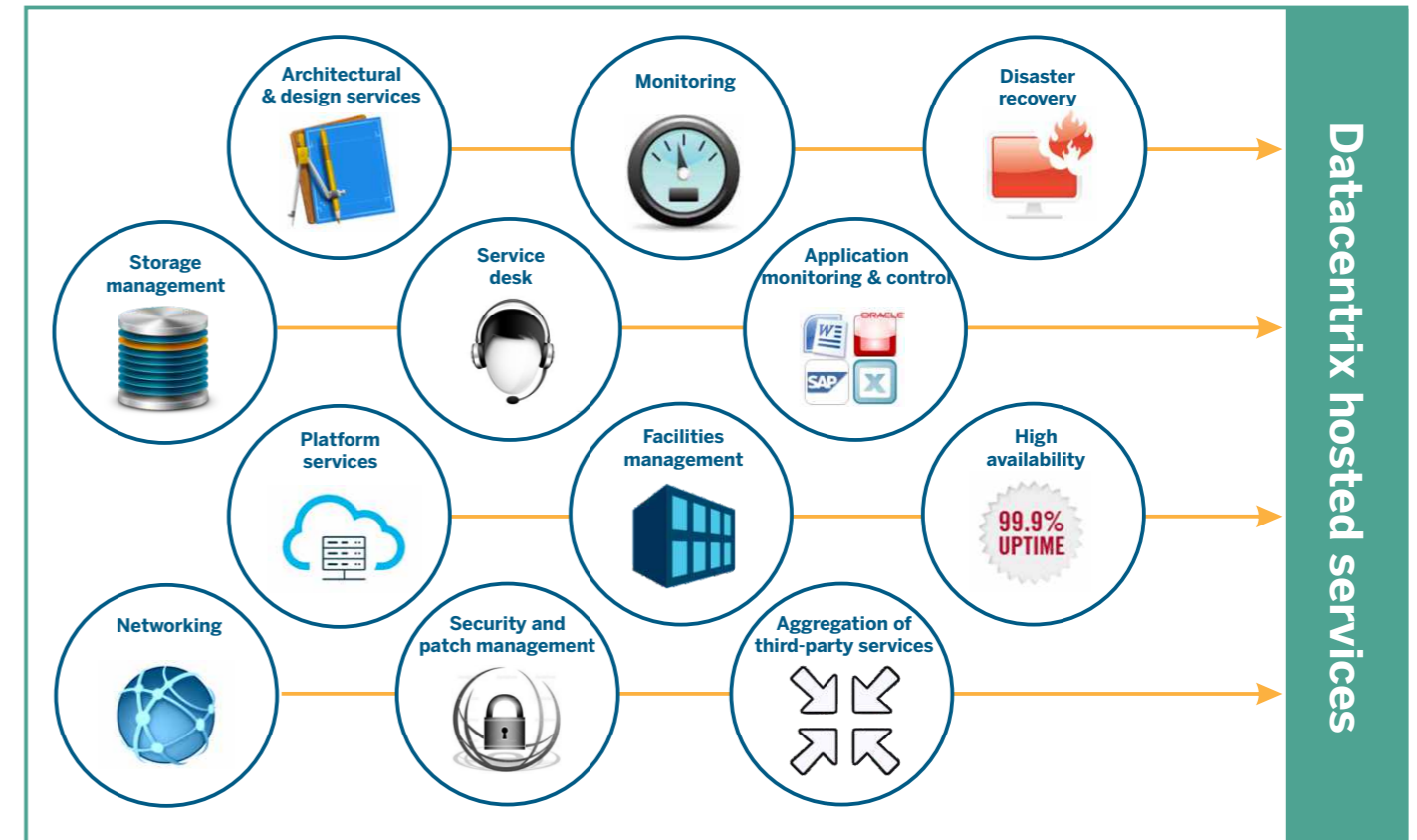
Customers enjoy the benefit of regular reporting and service meetings with a specialised team that boasts scarce technical and business skills. BaaS offers customers:

- A zero capital outlay;
- End-to-end disaster recovery;
- Secure offsite locations for backup data;
- Reduced data loss;
- Shortened recovery times;
- Data encryption during transit and in offsite state; and
- Fully customisable services that are specific and respond to customer needs.

**Benefits**

Datacentrix combines collective innovation and experience with the building blocks of fully managed services in a way that equips customers to achieve their objectives off a leading technology platform. Specific benefits that customers can expect to gain from Datacentrix' BaaS offering involve:

- Quick, efficient support for new software versions;
- Enhanced customer backup and recovery service levels;
- Backup deployment in a day instead of weeks;
- Up to 10 times faster backup and 10:1 greater deduplication;
- Automated replication; and
- Self-service portal that increases control and places the customer in the management seat.



**Hosted services**

Datacentrix' hosted services utilise the country's first state-of-the-art, energy saving, Tier 4 capable modular data centre infrastructure.

Services are customisable and are available on a plug and play basis. Customers can opt to house and manage their own hardware in one of Datacentrix' facilities, or consume infrastructure, specifically commissioned for their use. The company has implemented all the operational and management processes and procedures based on the ITIL disciplines and principles.

Fully managed services are supported by a dedicated services, consulting and projects management team.

These services include:

- Architectural and design services
- Monitoring
- Disaster recovery
- Storage management
- Service desk
- Application monitoring and control
- Platform support
- Facilities management
- High availability
- Networking
- Security and patch management
- Aggregation of third-party services

Datacentrix offers leading-edge technology, innovative solution design and unsurpassed support services, helping customers to grow and succeed.



## About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

### Corporate office

Corporate Park North  
238 Roan Crescent, 1685  
Old Pretoria Road, Midrand

Tel: +27 (0)87 741 5000

### Logistic centre

26 Landmarks Avenue  
Kosmosdal, Extension 11  
Samrand, Midrand

Tel: +27 (0)12 657 5000

### Cape Town office

18 Oxbow Crescent  
The Estuaries  
Century City, 7441

Tel: +27 (0)21 529 0700

### Port Elizabeth office

175 Cape Road  
Mill Park  
Port Elizabeth

Tel: +27 (0)41 391 0200

### East London office

8-10 Winkley Street,  
Chesswood Office Park  
Block B, Berea, East London

Tel: +27 (0)43 705 8000

### Durban office

Ground Floor, 6 The Terrace  
Westway Office Park  
Westville, Durban

Tel: +27 (0)87 741 9000