



datto

# Business Continuity and Disaster Recovery (BC/DR) Services

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***Data is one of your business's most valuable assets—and its most vulnerable. With data threats lurking around every corner, it's when, not if, your business will experience costly data loss or downtime.***

## **Are you gambling with your data?**

Vision33's Business Continuity and Disaster Recovery (BC/DR) services will safeguard your data so that when an incident happens—and it will—your business will be back up and running quickly.

24/7 monitoring, remote virtual machine (VM) backup services, and remediation support minimize downtime and associated costs. And the costs are high: Consequences are swift and can be long-lasting, including lost revenue, reduced workforce productivity, customer loss, reputational damage, and even bankruptcy.

# The Key to Business Continuity

For a predictable monthly fee, you'll get peace of mind, a dedicated partner, and support with getting your business back on its feet when your data has been compromised and operations disrupted.

Vision33's Business Continuity and Disaster Recovery services include:

- **Onsite Datto backup and recovery appliance**
- **Automated local VM and cloud backup services**
- **Backup and ransomware monitoring services**
- **Alert troubleshooting and remediation**
- **Disaster recovery support**

# How Our BC/DR Program Works





Our multi-level data backup approach protects your business from internal and external threats and ensures access to your most valuable asset: data.

During the initial installation, a backup appliance is installed onsite. Agents, whose job is to send backup data and images to the appliance, are then installed on each VM requiring backup. For additional redundancy, the appliance data is automatically copied to primary and auxiliary cloud-hosted data centers.

Backup and data retention schedules are customizable to address your unique business requirements and provide peace of mind.

# What Causes Data Loss?

Understanding the causes of data loss is crucial for assessing your risk and implementing effective data protection strategies.

	<h3>Human error</h3>	<ul style="list-style-type: none"> <li>• Accidental deletion or overwriting of files</li> <li>• Mishandling hardware or software</li> </ul>
	<h3>Hardware and software issues</h3>	<ul style="list-style-type: none"> <li>• Hard drive crashes and system failures</li> <li>• Physical damage to hardware</li> <li>• Bugs or glitches that corrupt data files</li> <li>• Corruption due to failed updates or compatibility issues</li> </ul>
	<h3>Cybersecurity threats</h3>	<ul style="list-style-type: none"> <li>• Malware, ransomware, and other cyberattacks can delete or encrypt data, making it inaccessible</li> <li>• Unauthorized access by hackers, competitors, or insiders can lead to data theft and deletion</li> </ul>
	<h3>Environmental factors</h3>	<ul style="list-style-type: none"> <li>• Power and network outages and surges can cause data loss</li> <li>• Natural disasters like floods and fire can destroy physical devices</li> </ul>

# Additional Service Details

## Agent licenses

- Unlimited agent licenses are included with select Datto devices for Windows and Linux VMs .

## Scheduled backup services

- **Short-term local backups:** Virtualized server agents will first process a full image backup of each protected VM, including all applications and files, to establish a baseline. The backup is synced with the local appliance. Incremental, segregated backups run on a defined schedule thereafter.
- **Long-term cloud backups:** Local appliance backups are automatically synchronized to multiple cloud data center(s) according to a defined backup schedule. Retention options are one-, seven-, and infinite-year terms.

## Offsite virtualization

- Every virtual machine (VM) covered by Vision33's BC/DR program is entitled to 30 days of offsite virtualization per year.

## Real-time cloud monitoring services

- **Backup monitoring:** Vision33 will proactively detect and identify issues in the backup process that lead to partial or complete backup failures and put your business at risk.
- **Ransomware monitoring:** 24/7 monitoring detects ransomware and unexpected encrypted information to prevent it from compromising backup data.

## Event troubleshooting

- If an event is detected, Vision33's team of experts will troubleshoot it, engage stakeholders, and initiate remediation steps.

# Additional Service Details (continued)

## Disaster recovery support

- **Local disaster recovery:** If physical server hardware fails, Vision33 will quickly provide a virtualized version of selected VMs to reduce downtime and keep your business operational. Applications and files will be restored from the latest viable backup. The recovery process and duration depend on the nature of the issue.
- **Local data recovery:** In the event of data loss due to negligence, corruption, or hardware failure, Vision33 will restore the missing or affected data up to and including entire VMs to ensure business continuity.
- **Cloud disaster recovery:** If an environmental disaster occurs, such as a flood or fire, Vision33 will quickly produce a virtualized version of selected VMs in the cloud for remote access. Applications and files will be restored from the latest viable backup. The recovery process and duration depend on the nature of the issue.

## Flexible backup and data retention schedules

- Backup and data retention schedules are customizable to address your unique business requirements and provide peace of mind. Vision33's backup retention services include one-, seven-, and infinite-year terms.

# Technical Prerequisites

- A high-speed internet connection is required to support backup solutions
- VMs need an out-of-band management card (such as ILO or equivalent) to facilitate the installation of Datto backup agents on virtual server hosts
- Server/desktop operating systems must be supported and current

# Terms & Conditions

- Vision33 is a platinum Datto partner and a reseller of Datto appliances and BC/DR services
- Datto provisions and warrants their appliances
- Onsite visits are billable, scheduled in advance, and require client approval
- MacOS devices, end-of-life (EoL), and unsupported operating systems are excluded from Vision33 BC/DR services
- If the root cause of an incident is out of scope, Vision33 will notify the client so the client can resolve it
- Data is retained for the duration of the service contract and expunged when canceled

For more information, contact Vision33 at  
**[vacsales@vision33.com](mailto:vacsales@vision33.com)**