

Singtel Business

Product Brochure  
Managed Backup/Disaster Recovery



# Safeguard your data and keep your business running with backup and disaster recovery solutions

Singtel Managed Backup/Disaster Recovery (BDR) Solution provides a comprehensive range of services that addresses cloud data backup, as well as an option to failover to an alternate cloud DR site to meet Enterprises' business continuity plan.



# Managed Backup/Disaster Recovery

## Ensuring business continuity with data protection

Data Protection describes both operational backup of data, and disaster recovery/business continuity. It is the process of safeguarding important information from accidental loss of user data due to data corruption, or even natural disasters. Formulating a strong data protection strategy is an important part of every enterprise's security plan.

- Prevents unplanned system downtime which affects productivity
- Prevents data loss which may lead to financial losses
- Meets future business challenges
- Meets SLAs to fully recover systems or data on and off premise

Singtel Managed Backup/Disaster Recovery (BDR) Solutions are designed to meet regulatory and legal compliance. It aims to provide new levels of efficiency giving business assurance:

- Data is protected and can be retrieved or restored in an event of data corruption or a virus attack
- Business continuation during unexpected disaster, or planned downtime. This is done through the activation of the failover and redirection (reverse DRaaS) of traffic to your VM instances in the DR site within a secure cloud environment

## Benefits



### Local hosting

Data residency and data sovereignty (Singapore).



### Flexible deployment models

You can do on premise BDR to Singtel Managed Virtual Private Cloud (SMVPC) or within Singtel Managed Virtual Private Cloud.



### Network access

Faster data transfer and recovery with dedicated lines.



### Best of breed technology

Based on best of breed data protection solutions from VMware SDDC architecture.



### 24/7 helpdesk support

Rapid issue resolution.



### Supported by Singtel Cloud Lifecycle Services

Cloud experts will provide and realise end-to-end enterprise managed backup and business continuity plan.



### Simplified billing

Minimal setup cost and predictable monthly bills.



### Guaranteed SLAs

Backup success and committed recovery times. Ensure Simple failover and failback procedures based on committed RTP/RPO.

# Singtel Managed Backup/Disaster Recovery Schemes

## Backup-as-a-Service (BaaS)

### Features

- Agent-based file level VM to disk backup and restoration.
- Retention policies:
  - 7 days
  - 30 days
  - One year (optional)
- Independent of the backup software that enterprise is running on-premise. Thus, enabling enterprise to leverage on Singtel SMVPC, as off-site backup.
- Backup pre-cyberattack ensures data is protected, can be retrieved or restored with two offsite backup location options.

### Benefits

- **Scalable** - Leverage cloud as an extended offsite backup, OPEX driven thus reducing heavy CAPEX investment procuring backup infrastructure and licenses.
- **Data consistency** - A copy of your data is backup for restoration purpose.
- **Immediate access** - In the event you need to restore documents.
- **No additional knowledge required** - Eliminate retraining of backup products skillset, as existing on premise backup software will point to SMVPC environment with the configuration of virtual data domain.

### Backup and restore deployment model

1. On premise backup to Singtel Managed Virtual Private Cloud (SMVPC)



2. Intra Cloud Backup (backup within SMVPC)

- a) SMVPC onsite backup



- b) SMVPC offsite backup



- c) Onsite and offsite backup



### Charging model

Policy	Description
Retention 7 days	Charged by front end, as per customer source data. (GB/mth)
Retention 30 days	Charged by front end, as per customer source data. (GB/mth)

## Disaster Recovery-as-a-Service (DRaaS)

### Features

- Failover and spinning up VM Data at target site and failback to original source site:
  - VM base replication
  - Consistency grouping to define sequence of VM spin ups at DR site.
  - Flexible RTO/RPO to suit enterprise business needs & its ability to cover the premiums.
  - Use case scenario:
    - Test and run DR exercise annually.
    - During actual disaster.
- Pre-disaster management with easy DR drills to cross check and ensure that strategy is fail proof.

### Benefits

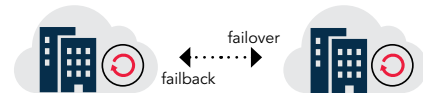
- We manage your failover/failback to ensure smooth business continuity.
- Provides granular, VM level protection and recovery, fully aligned with SMVPC virtual infra.
- Helps define which network to map to SMVPC (during failover) and also mapping back to customer infrastructure during failback.
- Customized SLA.
- Two location options.
- Hybrid implementations integrating physical and virtual infrastructure.

### Backup and restore deployment model

1. On premise backup to Singtel Managed Virtual Private Cloud (SMVPC)



2. Failover between the two Singtel Managed Virtual Private Cloud (SMVPC)



3. Workloads failover from SMVPC to public cloud

### Charging model

DR Storage price (based on source VM storage)	MRC	Per GB charge (always on)
Network	MRC	Connectivity cost
DR Management	MRC	Per source VM
VM upon DR activation	MRC	vCPU/RAM charge (on standby)
DR setup	OTC	Per VM cost
DR exercise	-	-
Full DR activation	OTC	Per 1-way activation
3rd copy activation	OTC	for DR testing

# About Singtel

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Singtel is Asia's leading communications and ICT solutions group, providing a portfolio of services from next-generation communication, technology services to infotainment to both consumers and businesses. For consumers, Singtel delivers a complete and integrated suite of services, including mobile, broadband and TV. For businesses, Singtel offers a complementary array of workforce mobility solutions, data hosting, cloud, network infrastructure, analytics and cyber-security capabilities. The Group has presence in Asia, Australia and Africa and reaches about 640 million mobile customers in 22 countries. Its infrastructure and technology services for businesses span 21 countries, with more than 428 direct points of presence in 360 cities.

## Singtel Cloud Awards

### Asia Communication Awards

Best Enterprise Service - Connectivity as a Service (2013)

Best Cloud Service (2011 & 2012)

Project of the Year - G-Cloud (2014)

### Cloud & DevOps Awards 2016

Best Cloud Computing Adoption Project (G-Cloud)

### Computerworld SG Readers' Choice Awards

Best Data Centre and Hosting Services Provider  
(2007 & 2009 - 2013)

Best Managed Connectivity Services Provider (2006 - 2013)

### Computerworld Singapore Customer Care Award

Cloud Services (2012 - 2013)

### Frost & Sullivan Asia Pacific ICT Awards

Telecom Cloud Service Provider of the Year (2012, 2016)

### IDC MarketScape in Asia Pacific 2013

A Leader for Datacenter and Hosted Cloud Services\*



### NetworkWorld Asia Readers' Choice Product Excellence Awards (2013)

Managed Infrastructure Services  
Cloud Infrastructure Provider

### Telco Cloud Forum Awards 2016

Telco Cloud of the Year

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For more information  <http://cloud.singtel.com>  [cloud@singtel.com](mailto:cloud@singtel.com)

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