

# NxtGen<sup>1</sup>

## N-VAULT CLOUD BACKUP- AS-A- SERVICES

### Product Details

Product Code	Product Category	Name of product	Unit of measure (UoM)	Subscription Quantity (Min)	Subscription Quantity (Max)	Subscription Type
CS1005	VM Backup & Restore	Backup & Restore	Per GB of backup stored.	20GB expandable in multiples of 5GB	No upper limit on data size	Monthly, pro-rated & Co-terminus with contract
CS4002	Allied Services	Enhance Features of Email (Backup & Restore)	Per mailbox	5 mailboxes expandable in multiples of 5. Min 2GB per mailbox	No upper limit on number of mailboxes. Max 50GB per mailbox	Monthly, pro-rated & Co-terminus with contract
CS4003	Allied Services	Remote Laptop/Desktop/Server (VM) Backup & Restore	Per user/device	5 users/devices expandable in multiples of 5. Min 2GB per user/device	No upper limit on number of users/devices. Max 1TB per user/device	Monthly, pro-rated & Co-terminus with contract

### Core features

- **Comprehensive Backup:** As a single solution to protect all of the customers' data assets, providing support for virtually every popular server, storage, hypervisor, database, and application platform used in the enterprise today.
- **Highly Scalable & Adaptable:** High performance, elastic automation, and centralized management based on a flexible, multitier architecture to adapt to the growing needs of a fast-paced, modern enterprise data center.
- **Superior Grade Encryption:** Client encryption—Encrypt data at the client or source with AES 256-bit encryption to help secure data from the moment it takes flight over the network.
- **Multi-environment Support:** Includes server operating system (OS) versions, including Microsoft Windows®, Linux®, and UNIX® files, directories, attributes, system states, and other metadata, along with leading relational database, messaging, application, including IBM DB2®, IBM Informix®, IBM Lotus Domino®, Microsoft Active Directory®, Microsoft® Exchange Server, Microsoft Office SharePoint® Server, Microsoft SQL Server®, Oracle.

## n-Vault Services

The unique n-Vault services offered by NxtGen addresses three core requirement areas of the customer, namely –

- Backup of VMs and its data that is hosted under NxtGen ECS, either under hosted private or dedicated private mode. This is an agentless offering  
(REF. PRODUCT CODE: CS1005)
- Enhanced Features for Mail, which is a mailbox backup service for Enterprise Dedicated Exchange Mail Services offered by NxtGen. This is available in a per mailbox mode.  
(REF. PRODUCT CODE: CS4002)
- End-Point n-Vault is a thin-agent based offering for all external, remote, on-premise devices, including physical server, virtual servers, desktops, VDIs and laptops.  
(REF. PRODUCT CODE: CS4003)

All of the above encompass the customers' entire backup requirement under a 'single window' service solution for on-premise, third-party, multi-location and multi-user backup needs, along with the HDDC and ECS services availed from NxtGen.

These services are a 'Disk-only Backup' ensuring quick turn around in restore scenarios.

## Backup & Restore Policy

The 'Standard Backup & Restore Policy' as offered and included in the service is as mentioned in the Table 1, below.

TABLE 1

Location	Backup	Storage*	Agent	Bandwidth	Restore Assurance	SLA	
						Backup	Restore
NxtGen	Hosted Server	Y	N	N	Y	99.9%	99.9%
	Hosted Email	Y	Y	N	Y	99.9%	99.9%
Remote	Entp. Server	Y	Y	Y	Y	99.9%	99.9%
	End Point	Y	Y	Y	N	95.0%	95.0%

\* STORED DATA = DESTINATION DATA = DATA ASSET SIZE

n-Vault services can be availed in a Full Backup and Incremental Backup modes. Details on these two modes are mentioned in Table 2 & Table 3

TABLE 2

Location	Backup	Full Backup					
		Retention Daily		Retention Weekly		Retention Monthly	
		Days (max)	Copies (max)	Days (max)	Copies (max)	Days (max)	Copies (max)
NxtGen	Hosted Server	7	1	30	2	365	3
	Hosted Email	7	1	30	2	365	3
Remote	Entp. Server	7	1	30	2	365	3
	End Point	7	1	NA	NA	NA	NA

TABLE 3

Location	Backup	Incremental Backup					
		Retention Daily		Retention Weekly		Retention Monthly	
		Days (max)	Copies (max)	Days (max)	Copies (max)	Days (max)	Copies (max)
NxtGen	Hosted Server	7	1	30	1	365	1
	Hosted Email	7	1	30	1	365	1
Remote	Entp. Server	7	1	30	1	365	1
	End Point	7	1	30	1	NA	NA

Customers can opt for their own 'Custom Backup Policy' which they would want aligned as per their organizational enterprise policy

