Managed Backup & Disaster Recovery

With Managed Backups, your data is automatically backed up daily to a secure offsite location and recoverable instantly to any place you need it.

Data backup, recovery and business continuity for local, virtual and cloud environments, within a single platform.

Managed Backups is a fully featured total data protection platform delivered in one integrated package. Easily protect any physical, virtual and cloud infrastructure running on Windows, Mac or Linux, and spin up lost servers in seconds without the need for additional tools. Backup automatically on your schedule to a local device, and replicate backups to the TPx cloud. Recover granular data quickly from multiple points in time, or use local virtualization, TPx Cloud virtualization — or both — to get back to business in minutes.

Backup and restore

In today's world, users lose files by deleting them, overwriting them or when hardware fails. With Managed Backups, simply schedule regular backups for a device. If you need to recover files, a few clicks in the intuitive portal and Backup Insights™ will generate a list of files for comparison between backups. A few more clicks will restore specifically the files you are looking for to the current running device. No more guessing, booting images or digging through command lines. With Managed Backups, restoring files is fast and easy.

Point-in-time rollback is designed to recover from just these scenarios. With the click of a few buttons, it can be as if the ransomware attack never happened.

Disaster recovery and business continuity

When infrastructure fails, business comes to a grinding halt. Replacement hardware takes time to order and install, infrastructure needs to be rebuilt, and backups need to be parsed and applied. This can take hours or days, even with a good backup solution. Unfortunately, when business is down, every second counts. That is why Managed Backups provides image based backups that can be booted directly from the Managed Backups device with the click of a button.

Get more than just one server back up and running; virtualize your entire Infrastructure with the click of a few buttons. Combine local and cloud infrastructure to boot an entire office on the local device or hybrid via the TPx secure cloud, and be back up and running as fast as the images can boot. Once the crisis is past, TPx makes it easy to get back to normal operations.

Ransomware

No matter how hard you try, someone that depends on you for support will eventually get an email that convinces them to open a file and infect their PC with ransomware. The compromised machine will then encrypt user files and demand a ransom for the key to unlock the system. Worse, the threat will often spread across the network and infect other machines, seriously impacting the business. Of course, paying the ransom may not solve the problem. The only sure way to resolve a ransomware attack is to roll back the affected systems to make it as if it never happened. Point-in-time rollback is designed to recover from just these scenarios. With the click of a few buttons, it can be as if the ransomware attack never happened.

FEATURES & BENEFITS

Fast failback Returning to normal operations on a physical server does not have to be a complex and involved process. With Fast Failback, simply provide a new server for failback, create a Bare Metal Restore bootable USB and boot the new server. Updates to the failover VM are automatically applied to the USB image over the network so that when you are ready, failback is a few clicks and a few minutes away.

Agentless and agent-based backup Supports both physical and virtual systems through agentless and agent-based backup. Agentless protection enables fast and easy pairing of any number of VMware systems or templates. Agent-based protection provides scalable backup for your physical device.

Inverse chain technology Eliminates the problem of broken backup chains — the place where most issues arise in the backup process. You have the freedom to change retention and delete recovery points without resetting the chain or having to take a new base image. Since each backup is always in a fully constructed state, and is a fully bootable virtual machine, there is no need for complex, time consuming conversion processes before performing a restore.

End-to-end encryption All data is protected by AES-256 encryption both in transit and in the cloud. Users have the option to encrypt data locally, and passphrases can be specified per appliance or per protected machine.

Advanced screenshot verification After backups are completed, the appliances can be scheduled to boot backups as virtual machines right on the local device. Once they boot, we capture an image of the login page to give you visual proof that your data has been successfully backed up. And what's more, we can ensure your critical applications boot as well.

NAS and iSCSI Provision capacity on the appliance to serve as shared NAS file storage (NFS and CIFS), or as IP block storage with iSCSI. Apply a snapshot schedule and protect in the Cloud.

eDiscovery software Granular Application Search and Restore. eDiscovery gives users the ability to search keywords within their backup data, emails, and attachments and review in an easy to read format. Powered by the industry-leading Kroll Ontrack software, it is compatible with dozens of file formats and systems, including Microsoft Exchange, SharePoint, and SQL.

Backup insights Identify file and application changes between any two backup points, recovering files and applications directly from the interface with almost no information about when they were lost or even where on the machine they resided. Because all backups are fully constructed, in a matter of seconds you can simultaneously mount points and see all files broken down with an easy to read file tree.

Available Features

		Core	Optimum
Customer Support Center	TPx will provide remote support for backup-based issues	8am - 8pm ET	24/7
Hybrid On-Premises Backup Device + Cloud Backup Solution	On-premises backup device with replication and recovery to secure cloud environment for Windows, Linux, Mac & VMware systems	■	■
Off-Site Retention of Backups to Cloud Environment	Eliminates the capacity thresholds of an on-site device and allows customers cloud storage options with unlimited amounts of data in the cloud for either a rolling 12-month period or the entire life of the account	■	■
Backup Screenshot Verification	Automated verification of successful backups where backups boot as virtual machines, capturing the login page, to prove your data has been successfully backed up	■	■
Fast Failback Bare Metal Restore	Perform a Bare Metal Restore from the snapshot of the original backup chain, while further backup operations continue	■	■
Instant Virtualization	Ability to virtualize backed-up systems from on-premises backup device or from the cloud until on-site resources are restored	■	■
Bandwidth Optimization	Logical full backups only move incremental changes over the network, saving bandwidth utilization	■	■
Device and Cloud Audit Reports	Daily, weekly, and monthly reporting on assets being backed up, backup jobs success or failures, and screenshot backup verifications	■	■
Ongoing Maintenance and Rapid Replace	Our Managed Backup Support team will update software and facilitate 48-hour replacement of defective hardware under warranty		■
Self-Service Backup Administration	Customer is provided access to the Backups Admin Portal to configure and manage their own backup jobs	■	■
Managed Backup Administration	Our Managed Backup Support Team delivers comprehensive management, service administration and change control	+	■
Proactive Monitoring and Reporting for Backup Job Failures	Our Managed Backup Support Team is notified of backup job failure 15 minutes after first failure. After two consecutive one-hour failures Support will notify customer TPOC.	+	■
Configuration of Backup Jobs	Our Managed Backup Support Team will configure the backup frequency and retention schedules for local backup jobs as well as replication to the secure cloud environment	+	■

(continued on back)

■ Standard feature
+ Additional time and materials charges apply

Available Features (continued)

		Core	Optimum
Configuration of Exchange/SQL Aware Backups	Application aware backups reduce potential for corrupted data on these critical systems	+	■
Configuration of Ransomware Detection	Scan of backups for detection of ransomware via analysis of the backup image	+	■
Reinitiate Backup Jobs in the Event of a Backup Job Failure	Our Managed Backup Support Team will re-initiate failed backup jobs within 1 hour during business hours. After-hours failures will be re-initiated the following morning	+	■
Recovery of FILE/FOLDER from Backups	Our Managed Backup Support Team will assist client with single file/folder restoration or complex restoration of directories as needed	+	■
Backup Restore Assistance	Our Managed Backup Support Team will assist client to deploy backup image in the event of a covered device failure	+	■
Disaster Recovery Virtualization	In the event of a covered device failure, the Support Team will assist client in initiating server virtualization on the on-premises backup appliance or from the secure cloud environment	+	■
On-Site Troubleshooting Assistance	TPx will dispatch a field technician to work on-site, along with the remote Support Team to resolve system issues	+	+

■ Standard feature
+ Additional time and materials charges apply