

Axcient Cloud Continuity – Frequently Asked Questions

What is Axcient Cloud Continuity?

Axcient Cloud Continuity is a new capability of the award-winning Axcient solution and provides total business continuity, ensuring your data and applications are available all the time from anywhere during any outage or disaster. Cloud Continuity provides a completely user-managed virtual failover for business servers via the cloud. It enables users to continue business as usual via a virtual office, even in the worst fire, disaster, virus attack, or server outages.

What does Axcient Cloud Continuity add to other Axcient offerings?

Axcient has become a market leader by providing best-in-class onsite and offsite backup, fast restores, instant server failover, and complete disaster recovery. And now, Axcient offers the cloud-based failover, which allows business employees the ability to quickly be back working from anywhere, such as their homes or temporary office locations, without having to set up a new network, firewall, or other infrastructure.

Is Cloud Continuity available to all Axcient partners?

Cloud Continuity is a premium Axcient package. All new and existing Axcient partners may subscribe or upgrade to the Cloud Continuity package as part of their monthly service. Please contact your Axcient Sales Rep at 1-800-715-2339 for more information about packages and pricing.

How does Axcient Cloud Continuity work?

An Axcient partner subscribed to the Cloud Continuity package will be able to log in to the Axcient Remote Management Console (RMC) and initiate the failover with just a few mouse clicks. It is easy to create a virtual office, which replicates the downed servers and network in the Axcient cloud. The Cloud Continuity feature automatically takes care of the complicated backend process details – rendering images, converting them to virtualized images, establishing the network configuration, and setting up the VPN so you don't have to, all without any need to contact support. All that's left is for users to connect to the virtual office and then they can continue to work on their business files and applications as usual.

Will data on the virtual servers be backed up when Axcient Cloud Continuity is in use?

Yes, when using the Cloud Continuity failover feature, virtual servers are backed up in the cloud for protection against data loss.

Why do SMBs need Cloud Continuity?

While most SMBs typically have some type of backup in place, few have considered what they'll do to maintain their business during the downtime caused by major outage or catastrophic loss. Without a business continuity solution, the downtime between the disaster point and when the IT environment is restored can range from four hours (at best) to several days, weeks, or even longer. When a business is unable to respond to customers or access files and applications, they're creating dissatisfaction and the cost is high. Consider these numbers:

- PricewaterhouseCoopers researched the effect of downtime and data loss on SMBs and found that **approximately 70% of small firms will go out of business within a year of experiencing a major data loss.**
- A recent study by a consumer software security company found that for SMBs with fewer than 100 employees, **a single day of downtime for just one server point costs an average of \$12,500.** Add up your number of servers, desktops, and laptops to estimate how much a day of downtime would cost for your business.

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No matter which set of numbers you look at, the reality is that today's SMBs rely more on their data and systems than ever before, and that losing access could cause irreparable loss to the business.

How does Axcient's Cloud Continuity differ from other cloud-based failover solutions?

Working from the ground up with its own code base, Axcient creates inspired solutions that offer new possibilities for SMB business continuity and data protection, rather than just inching forward on features that are already in the marketplace. Here are several of the ways Axcient Cloud Continuity goes beyond anything else like it:

- **User-Managed Service:** Businesses can easily manage the cloud failover process using the web-based Axcient Remote Management console. There's no need to call Axcient or a third party to get it up and running (though you're always welcome to call if you want to!).
- **Simplified Pricing:** We know that when a business faces a disaster, the last thing they want to worry about is calculating how much it will actually cost to use cloud failover. Other vendors charge very high per-day or per-incident fees, or add fees depending on the platform, data center usage, or number of days working off the cloud – all in addition to the monthly subscription charges. Having to face complicated fee structures and additional charges during such a sensitive time makes a painful situation worse. Therefore, Axcient keeps it straightforward with just a simple monthly subscription fee.
- **Timing:** Other solutions can take a day or two to virtualize a business' data, while our solution makes it available when you need it, wherever you need it. All it takes is a web connection.
- **Security:** With Cloud Continuity, your data is housed at a datacenter that is certified SSAE 16 (Statements on Standards for Attestation Engagements No. 16), the highest level of auditing standard available today. Other solutions house data at datacenters that are not SSAE 16, or even SAS 70 Type II, leaving your data vulnerable. Both SSAE 16 and SAS 70 Type II require at least 6- to 10-months of testing by an independent third party, while SSAE 16 has additional security controls.

How is a failback performed once the business' network is running again?

As soon as a business using Axcient Cloud Continuity is ready to failback their servers, we immediately reconstitute and ship a new appliance preloaded with all of the backed up devices. This will include the most recent data changes made while utilizing the cloud failover. When the new appliance is plugged into the network, it will synchronize back to the cloud to get any further revisions that may have occurred since it was shipped. From that point, the business can either do a bare metal restore (BMR) to its new servers, or continue running their data from the Axcient appliance until they're ready to do the BMR.

How will Axcient Cloud Continuity be priced?

Axcient Cloud Continuity is available for a set monthly fee. Pricing is based upon resource entitlements for computing and networking capacity, as well as time for test and production usage. Your Axcient account rep can provide details based on your particular needs.

Contact your Axcient Sales Rep today at 1-800-715-2339 to find out more about Axcient Cloud Continuity or visit www.axcient.com/CloudContinuity