

# Solutions Overview



Premier Cloud Provider for IBM i and AIX

# SLA

Data Storage Corporation has been providing efficient, fast, and reliable cloud hosting, data recovery, business continuity, and IT management solutions since 2001. Our data centers and superior infrastructure designs offer true end-to-end redundancy, coupled with our deep, highly trained, dependable staff assures the highest customer confidence. Our services are backed by clear, well-defined, and enforceable Service Level Agreements (SLA) that provide guaranteed availability, performance, scalable capacity, and 24/7 support.

## Defined

The SLA has well defined terms with guaranteed availability.

- Guaranteed Availability
- Guaranteed Performance
- Guaranteed Capacity
- Guaranteed Support

## Tier-3

All equipment is housed in tier 3 data centers

- N+1 Redundancy or Higher
- Strict Physical Security

## Redundant

Our systems are fully redundant

## Enterprise

We utilize extremely reliable enterprise hardware and software features

- Enterprise Class Infrastructure
- Enterprise IBM Power Systems
- Enterprise Storage

## 24/7

We include 24/7 monitoring with 24/7 NOC and SOC

- 24X7 Monitoring
- 24X7 Support NOC
- 24X7 Security SOC
- 24X7 System Operators
- 24X7 On-Call Solution Specialists

## Experts

Our experienced, expert staff are always available

## Data Protection Services

Data Storage Corporation offers a variety of data protection services designed to meet your requirements and budget.



### ezVault

ezVault is an easily managed cloud backup solution with built in multiple site redundancy and client controlled encryption, job scheduling, retention and retrieval. Advanced data reduction technology and incremental forever data saves reduce backup windows and minimize data transmission to the cloud with little to no impact on production applications.



### ezRecovery

ezRecovery combines our ezVault backup services managed standby compute, storage and network infrastructure resources which allow for quick and easy restoration of your vaulted data.



24/7

### ezAvailability

ezAvailability consists of full time enterprise system, storage and network resources allowing you to quickly and easily switch production workloads to our cloud when needed. ezAvailability services are backed by a clear and well-defined SLA guaranteeing performance, availability and access.

## Hosting Services

Enterprise-level hosting services designed to meet your requirements and budget.



### ezHost

IaaS hosted systems built with easily scalable enterprise level resources deployed in isolated environments with strict security controls. All ezHost services include hardware lifecycle management, maintenance, and public internet access with VPN support as well as options for client provided private networks.

Consists of Cloud backup services which eliminates the cost and challenges of tape handling, tape management and file retrieval and restore. All backups are encrypted and replicated to a 2nd data center so your data is always safe and available. The vault size automatically scales with your data growth and retention needs are never an issue. With our high-speed Enterprise storage, deduplication, and compression, backup and restore times are reduced. Our ezVault services are backed by a clear and well-defined SLA guaranteeing performance, availability and access. Most often combined with ezRecovery to provide DRaaS.



## SOLUTION DETAILS

- **Easily managed scheduling and retention** – Backup policies are managed directly by the client or as part of our service offering. On IBM i, clients have access to the management interface on each system and other environments use a management portal to restore files, manage job schedules and data retention. This allows clients to retain as much data as they need.
- **Save While Active** – Backups can be scheduled to run at any time with little to no impact on production applications.
- **Scalable** – ezVault automatically scales to meet your backup storage requirements. The pay as you grow model eliminates the need to forecast future backup capacity and purchase additional storage that may go unused for several years.
- **Client has direct access and control of data retrieval** – ezVault gives the client the ability to directly retrieve files from any point in time without having to rely on a provider to load tapes, which makes restoring files much quicker and easier than tape or VTL.
- **Optional local appliance** – A client site backup appliance is available for local data retention and automatic replication to the ezVault cloud, providing faster local restores when needed and all the offsite data protection of our ezVault cloud solution.
- **Reduced backup time** – ezVault backups are incremental forever with all data deduplicated, compressed and encrypted before transmission drastically reducing backup times compared to traditional tape based backups. Backups are immediately transmitted offsite without the delay and complexity of tape handling, storage and retrieval.
- **Backup Protection** – All backups are encrypted and replicated to a 2nd data center providing built in redundancy for your mission critical data.
- **Offsite Copy Included** – A monthly copy of your data is copied to tape and stored into separate data center to add another layer of safety to your important data.
- **Guaranteed Performance SLA**

Consists of ezVault backup services combined with our managed standby compute, storage and network infrastructure resources. Your vaulted applications, data and user access are quickly and easily restored to standby systems, saving you money and reducing the recovery time. Our recovery services are backed by a clear and well-defined SLA guaranteeing performance, availability and access with RPO's and RTO's as short as 8 hours.



## SOLUTION DETAILS

- **Standby Systems** – Preconfigured systems capable of running full production workloads in the event of a disaster.
- **No Licensing** – Reduces cost, we provide temporary OS licensing in the event of system recovery.
- **Scalable** – Increase performance and capacity on demand, handling possible workload differences from original capacities and additional performance to improve restore time.
- **RTO Improvements** – Backups stored locally in our cloud are quickly restored to the standby systems and available for use in as little as 8 hours.
- **Flexible Access options** – Preconfigured VPN, SSL Clients, MPLS and other dedicated circuits available for quick activation eliminating issues with user access.
- **Secure Recovery** – All standby systems are in their own dedicated network segment allowing strict security policies meeting any client and compliance requirements.
- **Guaranteed Performance SLA**

Gain true and reliable high availability and business continuity for your mission critical applications with RPO's under a minute and RTO typically under 15 minutes with optional fully managed real-time replication services. Our ezAvailability service consist of full time enterprise system, storage and network resources allowing you to quickly and easily switch production workloads to our cloud when needed. Our ezAvailability services are backed by a clear and well-defined SLA guaranteeing performance, availability and access.

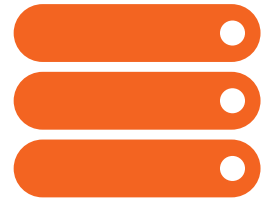


**24/7**

## SOLUTION DETAILS

- **Enterprise Level Resources** – Always on, switch ready and able to handle full production workloads.
- **Tier-3 Data Centers** – Meets or exceed most production environments for security, compliance standards, power and cooling redundancy, fire suppression and communications with 100% uptime.
- **Scalable Resources** – ezAvailability is designed to seamlessly scale system processor, memory and storage resources as needed. This allows clients to run replication on a base HA system with additional resources in reserve for use when needed in a test or disaster declaration. HA systems and standby resources can be expanded to meet typical client side growth over time or from other business changes.
- **Host based Replication** – Software and/or Journal Based application installed on the production host that tracks and sends all changes to the ezAvailability target system. Replication is at the file or journal level ensuring data and transaction integrity on the target system.
- **SAN Based Replication (ezMirror)** – SAN level replication using compatible hardware for the source and target. Replication is at the data block level copying all partial file changes to the target typically with a system that is powered off in standby.
- **Guaranteed Performance SLA**

Our cloud hosting solution provides full time scalable compute, storage, and network infrastructure resources needed to run your mission critical workloads on our enterprise class infrastructure. ezHost removes the burden of the typical hardware lifecycle management of on-premise systems by replacing the cost of support, maintenance, system administration, space, power and cooling with a predictable monthly expense. Our ezHost services are backed by a clear and well-defined SLA guaranteeing performance, availability and access.



## SOLUTION DETAILS

- **Enterprise Level Resources** – Always on and able to handle full production workloads. QOS capabilities on the storage and network ensures resources are delivered at the desired performance level.
- **Tier-3 Data Centers** – Meets or exceeds most production environments for security, compliance standards, power and cooling redundancy, fire suppression and communications with 100% uptime.
- **Scalable Resources** – ezHost is designed to seamlessly scale system processor, memory and storage resources as needed. This allows clients to start using a system with lower resources than they would need to purchase in an on-premise system and scale to meet typical client growth over time or from other business changes.
- **OS Support** – IBM i, Windows, AIX, and Linux
- **Security** – ezHost clients are always deployed in isolated environments with strict security controls on network traffic. Options exist for dedicated or client provided firewalls and security appliances.
- **Communications** – All ezHost services include public internet access with VPN support and options for client provided private networks such as MPLS, Metro Ethernet, Point to Point.
- **Support** – 24x7 Infrastructure support with options for operating system support and system administration.
- **Licensing** – Flexible licensing options let you bring your own or we can provide the OS licensing
- **Compliance** – Compliant with PCI, HIPAA, SOX standards.
- **All system, storage and network infrastructure is owned, operated and supported by DSC.**
- **Guaranteed Performance SLA**

# Data Center & Security

Data Storage Corporation helps your organization manage risk, increase performance and improve agility. Our Tier 3 data centers are part of a nationwide network with a shared commitment to Redundancy, Security and Compliance. Each of DSC's data centers is a safe, secure facility audited under SSAE-16 SOC 1 Type II, SOC 2 Type II, PCI-DSS1, GLBA and HIPAA standards annually.



## PHYSICAL SECURITY

Controls access and provides a redundant, reliable environment

### Data Center/System Access

- 24/7 Security and Surveillance (NOC & SOC)
- BIOMETRIC / ID Card Two Factor Access Control
- Man Traps – Limits access to one person at a time
- Fire Suppression
- Redundant Power and Cooling
- Locked Cages and Racks

## SYSTEM SECURITY

### System Hardening – Very securable

- Use Highest security levels
- System Auditing and Logging
- Control Privileged Accounts and Access
- Data Encryption

### Fully Managed Systems

- Stay up to date on Patches and Updates
- System Auditing and Monitoring
- Assistance remediating issues

## EDGE SECURITY

Control the traffic in and out of a clients hosted environment

### Shared Managed Network Routers and Firewalls

- Service Provider handles updates, policy management, and maintenance
- Typical services include: UTM, AV, IDP, Load Balancing

### Dedicated Network Routers and Firewalls

- Client has full control

### Client Supplied Edge Equipment

- Firewall, Router, Load Balancers, etc...
- Client has full control

Each Client has a dedicated network segment and all traffic, in and out, must pass through a firewall policy



Nexxis, our new voice and data division, is leading the way with advanced voice and data services that propel your business forward with unparalleled performance, speed and continuity to keep vital information moving in the right direction. Faster than traditional phone systems — and infinitely smarter — Nexxis voice and data solutions add functionality and improve efficiency, while keeping your costs down.



## SOLUTION DETAILS

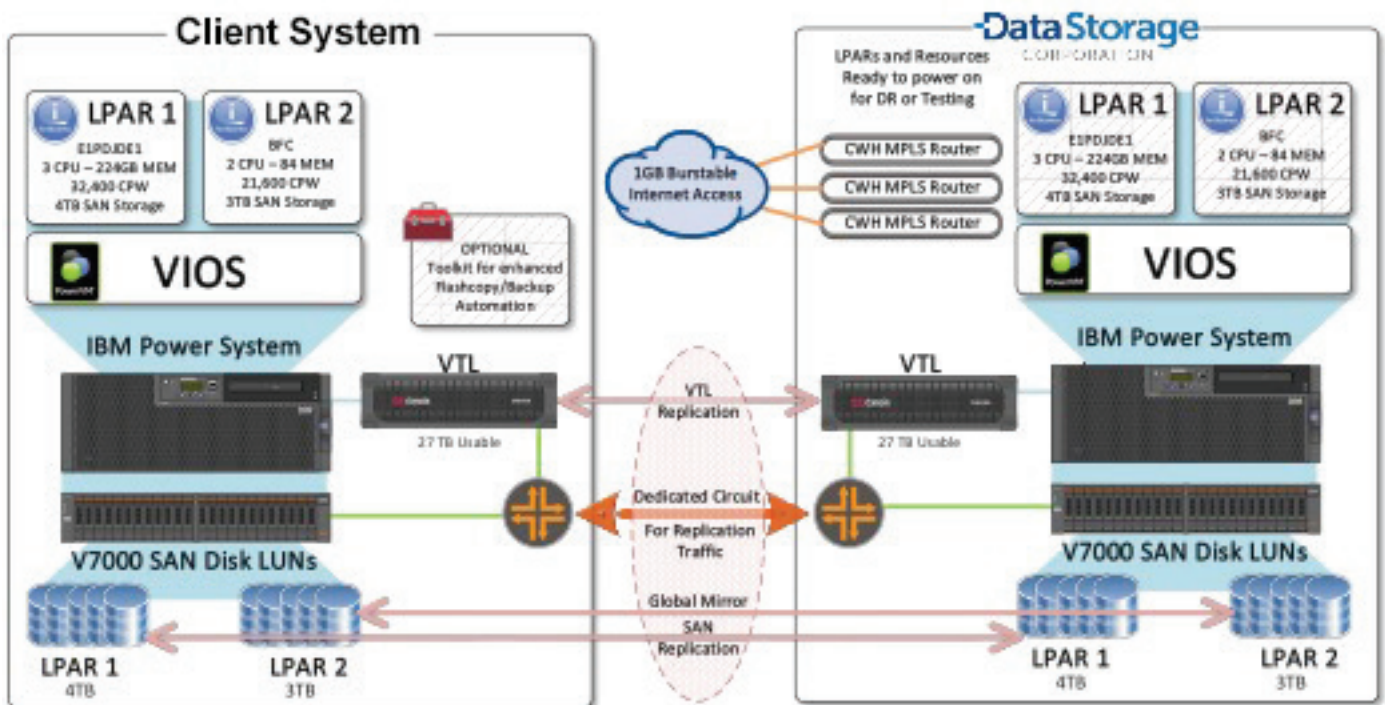
- **Pure, Reliable Voice Service:** The latest data and VoIP technology to ensure flawless service you can rely on, 24/7, with numerous options and no upfront costs.
- **Premium Color IP Phones:** Choose from a range of top-of-the-line, feature-rich Polycom VVX color phone systems that look great and sound crystal clear.
- **Enterprise-level Features:** Our 100% fiber-optic network provides unrivaled, enterprise-level service to meet your business needs today, and tomorrow.
- **Built-in Business Continuity — and Connectivity:** Our VoIP solutions keep your business fully connected, whenever and wherever you are working from.
- **Dedicated High-speed Internet:** With speeds up to 40 GB, Nexxis provides lightening-fast download and upload — with superior connectivity and cost-efficiencies built in.
- **Multi-site Connectivity:** Our secure high-speed network keeps your entire business connected, from hub to off-site locations nationwide.

ezMirror is a SAN based replication solution combined with our ezRecovery standby systems to provide easy to manage and cost-effective Business Continuity and Disaster Recovery (DR) option.



## Features

- RPO of 5-10 minutes and RTO of 30 minutes achievable under optimal conditions
- Support for IBM SVC/Storwize SAN with Global Mirror
- Full system replication mirrors all Volumes/LUNs of the system including the load source to the target SAN
- When replication is active the target host is offline in standby
- No additional maintenance, patching or updates required on the target system
- Replication process is separate from the Operating System
- Any ASP configuration is supported including IASPs



# Additional Services & Bundles

**ezVTL** (Available with ezHost and ezAvailability)

Backup with standard IBM or BRMS save commands and scheduling to disk using our Virtual Tape Library. Options for replicated copy to a 2nd site and copy to tape. Save and restore speeds are faster than tape. Easier management of retention and file retrieval. Eliminates tape media, tape storage and tracking.



## These services are available as add-ons to select solutions:

### Backup Management

(Tech team to provide description)

### Client Site network/Server/storage (equipment) management

(Tech team to provide description)

### Bundles

Combine with ezHost production and/or development environments.

### IBMi Compliance and Security Software

Provides protection against external and internal threats Features include: access control, alerts, audits, tracking and data protection.

### Application Development Management and Workflow tools

Provides insight and control over modernization projects and easier, faster, and more visible management of various kinds of processes across departments and teams.

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