

Cyber Recovery

Service Run Book



**A team of skilled data recovery experts.
Drilled in your recovery process.
Ensuring recoverability every day.**



Backup as a service

Ensuring data is backed up, secure & recoverable every day

- Daily backup report checking and monitoring
- Job add, remove, repair
- Network configurations
- Storage cleaning
- Security hardening, scanning
- Policy changes
- Recovery, testing, migration
- Restore testing
- Replication testing, optimising, configuring

Cyber Recovery as a service



Ensuring vaulted data is clean, tested and recoverable every day

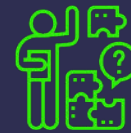
- Critical material analysis and review and update
- Email check, log and communicate
- Runbook maintenance, creation, optimisation, communication
- Runbook edits
- Firewall change control and testing
- Switch configuration
- Mtree Configurations
- Vault & Clean room hardware upgrades / maintenance
- Cybersense management / maintenance
- Test Restores
- Site Visit
- Recovery Support Retainer (16 hours included)
- Recovery Drills



Roles

Deliverables

Tasks



**Customer Success
Manager**

2 years+ experience

- ✓ Keep customer informed
- ✓ Maintain high customer satisfaction

- Scheduled communication
- Monthly service reviews
- Billing queries
- Service updates
- Maintaining customer satisfaction



**Managed Services
Administrators**

1-3 years experience

- ✓ Keep customer data protected
- ✓ Prove recoverability

- Daily checking of backup status
- Triage of failed protection jobs
- Simple configuration changes
- Escalation of violated protection status
- Weekly restore test completion
- Restore of data



**Managed Services
Engineers**

3-15 years experience

- ✓ Keep customer environment secure
- ✓ Maintain recovery runbooks
- ✓ Recover data quickly

- Backup job add/remove
- Recommend optimisations
- Add/remove agents
- Moderate configuration changes
- Assist Specialists & Architects
- Maintenance of software
- Security update checking & posture checking
- Scheduled security patching
- Policy changes
- Recovery and testing
- Runbook maintenance





**Managed Services
Specialists**

5-20 years experience

- ✓ Optimise the environment
- ✓ Keep customer data protected and recoverable

- Advanced configuration changes
- Assist Architects with design and planning
- Maintenance of software and/or hardware
- Network configurations
- Policy changes
- Replication optimisation
- Runbook ownership
- Configuration design ownership
- Backup storage optimisation
- Replication optimisation
- Recovery and testing



**Managed Services
Architect**

10-20 years experience

- ✓ Ensure the service continues to meet customer data recovery requirements

- Configuration design ownership
- Backup storage optimisation
- Replication optimisation
- Architecture changes
- Recovery and testing



**Our dedicated experts
are here for you**

