



Managed Services

4sl Group

4sl Managed Backup

Protecting the data of any organisation is a major undertaking: the risk of data loss through backup failure is high, and widely recognised as occurring more often than many companies admit. Backup and recovery is a well-defined, standard IT function and is therefore a good candidate to outsource to an expert supplier to drive up performance, minimise the risk of data loss and contain or reduce costs.

What is the 4sl service?

Moving to our service means handing over control of your backup environment to our global operations team. We take full responsibility for managing your backup and restore processes, providing you with regular management reporting and monthly service reviews for a fixed, per-server price. You continue to own and maintain your own hardware, software licensing and maintenance; 4sl's backup technicians operate the software via remote access into your network, interacting with your IT team on a daily basis to respond to service requests, fix problems and address the issues causing recurrent backup failures. Incident, problem, service request and change management are delivered in conformance with ITILv3 service management principles.

What are the benefits?

- Reduce the risk of critical business data loss thanks to 4sl's guaranteed backup success rates of 98.5%+.
- Improved management visibility via a summary dashboard and drill-down capability to the individual server level delivered by our online Reporting Portal.
- Reduced costs versus employing a dedicated team to operate your backup and restore function.
- 100% predictable costs.
- Eliminates the overhead of managing your backup in house.
- Free up your operational resources for other activities.

What our clients say:

"4sl's service is simple, cost effective & covers all the bases. We are now experiencing success rates over and above our original expectations."

Darren Bellamy
Infrastructure
Manager Investec

Technologies we support:

Symantec NetBackup
Symantec Backup Exec
Commvault Simpana
IBM Tivoli Storage Manager
EMC Legato
HP Backup & Recovery Manager
Asigra
Attix5



How does the migration process work?

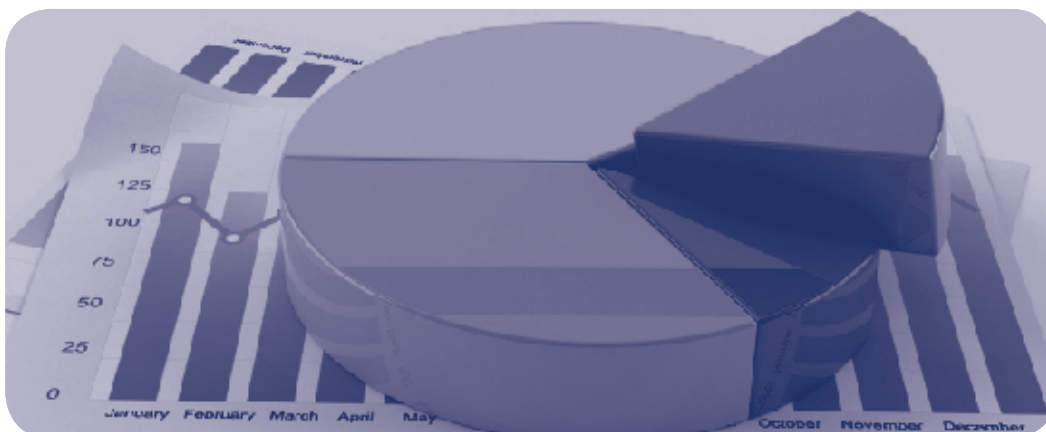
4sl takes responsibility from day one to ensure the transition of operations is carefully planned and executed. The first step is a thorough evaluation of your backup environment to assess its technical readiness for migration to our service; we then build a transition plan to incorporate any immediate remedial work required prior to migration. Once agreed with you, the plan is implemented by a dedicated migration project manager, with regular decision gates to ensure we proceed in a controlled manner to maintain service continuity.

How does the service work once operational?

- The service is delivered remotely 24 x 7 x 365 from our operations and support centres in the UK, USA and India.
- We assign you a named Service Delivery Manager (SDM) who attends the monthly Service Review meetings with you.
- Guaranteed 98.5% backup success¹
- Notification of repeat backup failures² within one day.
- 2 hour restore response time.
- Advanced dashboard-style management and operational reporting delivered from our web-based Reporting Portal.
- Continuous evaluation and recommendation of service improvements to reduce operational risk and increase performance. Some will be carried out within the scope of the service; others can be initiated by you as formal change activities.

Why choose 4sl?

We manage over 20,000 servers in four continents round the clock, 365 days a year from our operations centres in the UK, USA and India. The backup success rates we deliver are typically upwards of 98.5% and we target zero repeat backup failures for all our clients. To find out more, contact us today.



What our clients say:

“The 4sl team are a safe pair of hands, with more in-depth capability than the one I have internally”

Service Director
Global IT outsourcing company

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We also have offices in the USA, Singapore and India. For more information visit www.4slgroup.com

¹As measured after operational service commences; service credits are offered based on pre-agreed criteria.

²Servers failing in three consecutive backup windows