

MANAGED BACKUP SERVICES WITH 4SL



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Storage and backup management has become a critical yet increasingly complex area of IT. Companies want total confidence that their data is secure and available should it need to be restored.

What is the 4sl service?

4sl takes on full responsibility for backups and restores, as well as identifying, monitoring and – where possible – fixing all issues relating to the production backup environment. This enables our clients to stop worrying about data protection and focus on their core business.

Our service offers improved backup success rates and recovery times, reduced risk of unauthorised changes and improved decision-making through comprehensive management reporting. And typically at a lower cost than running the service in house.

Flexibility

We recognise that one size does not fit all, so we offer a range of services to suit your needs. For example, many companies want total peace of mind and none of the hassle, so opt for a fully-managed outsourcing arrangement. Others want to retain control over their environment and bolt on our expertise – for example out of hours support – when they need it.

Core Service Features

- Complete monitoring & management of backup status & events
- Proactive capacity management
- Incident & problem management
- Daily backup reporting
- Monthly service delivery & management reporting
- Change control reporting
- All reporting delivered through secure web portal
- Business hours or 24x7 coverage

Service & Support desk

Our service desk specialists are normally given access into our clients' environments. This enables them to carry out pro-active monitoring, re-run failed backup jobs, reschedule activities and prioritise resources to ensure that the client gets the best possible service.

How will this benefit my business?

- Improved performance
- Reduced operational risk
- Cost savings
- Predictable costs

Why choose Managed Backup with 4sl?

As one of our clients puts it, "the service is cost effective and covers all the bases. We are now experiencing success rates over and above expectations".

For a free assessment of how we can improve your performance and reduce cost, contact us now at backup@4slgroup.com

