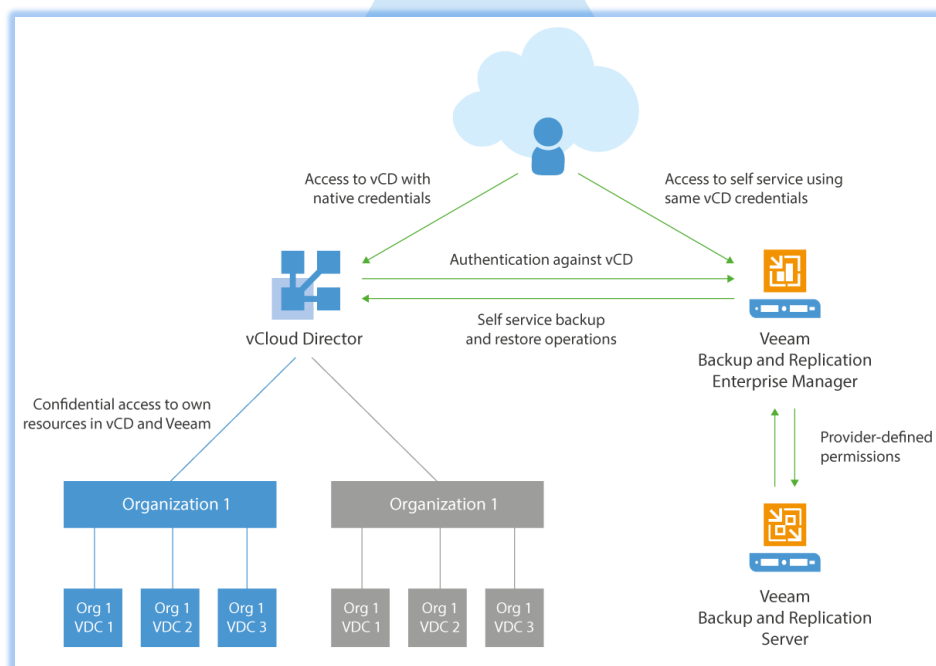# ADISTEC PROFESSIONAL SERVICES

Veeam Backup Rapid Deploy for Service Providers

Includes integration with VMware® vCloud Director

Description:

Our Rapid Deploy service provides the opportunity to accelerate the implementation time by relying on our team of expert consultants, in order to perform a fast, safe, solidly based implementation and reducing the execution times.

Reference Architecture

Terms and Conditions:

Our services are governed by the general terms and conditions specified on our website:
http://www.adistec.com/en/professional-services/terms_and_conditions.html
By sending the purchase order for the contracting of the services indicated in this document, you are accepting the scope, as well as the general and particular terms and conditions that govern them.

Reaches of our service

- Stage 1 – Design and Planning
  - Solution Design

- Stage 2 – Installation and Deployment
  - Instalation of Veeam Servers (Up to 1 Veeam Backup Server, Up to 2 Proxy Server, Up to 1 Repository Server, Up to 1 Enterprise Manager Server) on one (01) Site;
  - Registration of one (01) Microsoft® Hyper-V or VMware® vSphere virtual infrastructure;
  - Validation test of a successful installation (service initiation, console access, etc);
  - Instalation, configuration and setup of up to ten (10) Veeam Agents for Windows;
  - Add up to one (01) Veeam Cloud Connect Service Provider;

- Stage 3 – Backup Configuration
  - Creation of backup jobs (up to 3 jobs maximum);
  - Creation of copy backup jobs (up to 1);
  - Test execution of backup jobs (Fulls, Incrementals, Reversals);
  - 1-Click Instant Recovery vPower test (up to 1);
  - Full virtual machine recovery test (up to 1);
  - Configuration file and/or virtual machine disks recovery tests (up to 1);
  - Filesystem file and/or folder recovery test (up to 2);
  - Granular application ítem recovery test (up to 2);
  - Veeam Agent backup recovery test (up to 2, Bare-Metal recovery test excluded);

Continued reach

- Stage 4 – Protection VMware® vCloud Director
  - Instalation of up to one (01) Veeam Backup Enterprise Manager;
  - Add of up to one (01) infrastructure VMware® vCloud Director;
  - Creation of up to two (02) Backup Jobs that protect up to a maximum of 6 VMs contained within up to two (02) different VMware® vCloud Director vApp;
  - Monitoring and stabilization of backup jobs;
  - Execution of up to one (01) recovery test of up to one (01) full virtual machine to the source vApp;
  - Execution of up to one (01) recovery test of up to one (01) vApp;
  - Execution of up to one (01) recovery test of up to one (01) vDC of an organization;
  - Configuration of Veeam Self-Service Backup Portal;
  - For the Service Provider: Configuration of up to one (01) backup job template;
  - For the Service Provider: Configuration of up to one (01) restriction for the execution of backup jobs;
  - For the Tenant: execution of up to one (01) backup job starting test;
  - For the Tenant: execution of up to one (01) activation/deactivation test of a backup job;
  - For the Tenant: Execution of up to one (01) recovery test of up to one (01) full virtual machine to the source vApp;

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Service details:

Mode: On-Line

Estimated Duration:

Number of Host	Execution Time
1 a 6 hosts	Up to 7 Days
7 a 15 hosts	Up to 10 Days
16 a 30 hosts	Up to 15 Days

Part Number:

P/N	Description
APS-VEM-PROSRV	Veeam Backup Rapid Deploy for Service Providers (Up to 06 hosts)
APS-VEM-PROSRV	Veeam Backup Rapid Deploy for Service Providers (Up to 15 hosts)
APS-VEM-PROSRV	Veeam Backup Rapid Deploy for Service Providers (Up to 30 hosts)

Limitations:

Customer must have a properly operating VMWare vCloud Director Infrastructure in their datacenter. This infrastructure must have created at least one organization and at least on vApp, prior to the start of this project.

The virtual infrastructure is required to have a centralized management component such as Microsoft® System Center Virtual Machine Manager or VMWare® vCenter. The Customer is responsible for the configuration of the storage system and the resources provided by it such as Lun´s, Zonning, iSCSI, Volumes, etc, prior to the start of the activities of this service. The installation of the Veeam Solution components will be implemented only on Microsoft® Windows Server. APS doesn´t perform installation or configuration of external storage drives (such as tape drives, libraries, etc) or ensure their operation with Veeam Backup & Replication.

APS performs the testing of the backup and/or replication services on up to two VMs whose maximum size doesn´t exceed 200GB. The initial backup jobs can take a large amount of time, APS will only perform the accompaniment for a maximum period of 8 hours, if an accompaniment is required during the rest of the initial backup process, the required hours can be billed additionally. Initial replication can take a large amount of time, and the scope of the replication task covers up to a maximum of 16 hours (2 business days). Adistec is not responsible if within this time window the replication jobs are not completed. Adistec will not be able to ensure the performance level or the times in which the backup or replication jobs are executed. These metrics can be related to the hardware components and the Customer should analize these behaviors with their hardware suppliers and the manufacturer as such. The Deployment of the Veeam Agents (Windows / Linux) will be done manually. The Customer may automate this process through the use of third party software distribution tolos and/or scripts.

Bare Metal Recovery testing for servers or physical equipment is not part of the scope of this service.

Customer should verify the compatibility of the Veeam Agents (Windows / Linux) with their existing computers in their network.

For more information: https://www.veeam.com/windows-linux-availability-agents.html

The configuration of the backup jobs and/or recovery tests towards Microsoft Azure are not part of the scope of this service.

The configuration of the backup jobs and/or recovery tests to tape drives are not part of the scope of this service.