

Pronto Cloud EverSync

Enabling resilient businesses

We design and build resilience into your IT systems so that you and your customers can continue doing business when a disaster strikes.

The Challenge

With 72% of business applications and data being termed as business critical, organisations today see IT and data to be core enablers. Availability of IT systems and security of data is considered to be of utmost importance and yet it is surprising that about 82% of Australian businesses have lost data in the recent years.

There is no doubt that IT threats from varied sources are higher than ever and come in various forms such as corrupted files, virus or ransomware attacks, hardware failure, power outage and natural disaster. With IT systems required to remain available 24/7, it is crucial that businesses plan, design and protect their IT infrastructure in order to reduce business risks and remain competitive.

Downtime hurts

Systems downtime affects your ability to do business and often amounts to a loss of revenue, customer dissatisfaction, loss of productivity and bad reputation.

A key question to ask is, "How long can my business afford downtime?"

When calculated in terms of loss of revenue, and lost productivity, disruptions often amount to thousands of dollars, and represent a substantial business risk. Since downtimes are unexpected, designing resilience into your IT infrastructure helps ensure that you can continue doing business without your customers being affected.

Backups are not enough

Backup solutions help protect your data by replicating and storing your data offsite in a secure location. Backups are taken once daily, usually at night. In case of a disaster, it is time-consuming to restore your data and business operations are affected as there is no failover system ready to go.

Backup solutions are cost-effective but do not help in all business situations. In case of hardware failure, your business will remain offline until a replacement is in place and your data restored.

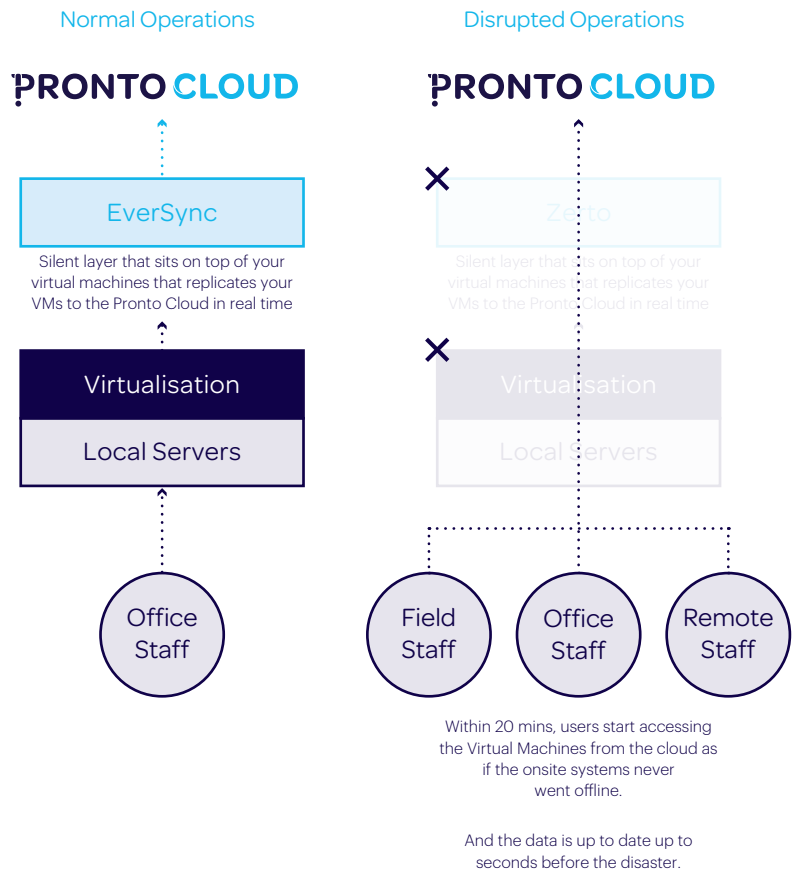
Core business applications need more than a backup solution to ensure high availability.

The solution: A disaster recovery solution that enables high availability

Pronto Cloud EverSync is a disaster recovery solution that continuously protects your data and enables your business critical applications to be back online rapidly when a disaster strikes. It does this by continuously replicating your virtualized servers into a Pronto Cloud datacentre.

Within minutes of a disaster, your staff can switch to the parallel system with the data as it was seconds before the disaster.

EverSync is an affordable cloud solution. For a fixed, affordable monthly subscription, it removes the need of duplicated infrastructure and frees up IT resources for value-adding activities. EverSync scales automatically as your business and storage requirements grow, making it easy to manage and giving you comfort that you are protected at all times.



Features and Benefits

Recover fast

No matter how large a disaster, you can be up and running in the cloud in as low as 20 minutes. Your data will be up to date within 10 seconds before the disaster struck.

Installation

Once we assess your IT environment, installation and setup is completed within hours, not weeks or months.

Go back in time

When a disruption occurs, we can direct the cloud system to reset itself to a point in time from 10 seconds to 24 hours before disaster struck. You can continue working in the cloud as if the disruption never occurred.

Flexible protection

Hardware and software compatibility is not an issue. We can replicate any virtualized application, from/to any hardware, thereby keeping it flexible and scalable.

Safe and secure

We keep all the data in Pronto Cloud datacentres located in Australia. All data is encrypted and secure.

Test anytime

We ensure that your IT environment replicas are available to you when a disaster strikes. But how do you know that? You can simulate a disaster and test failover and failback twice every year to ensure that you are prepared for an actual disaster.

Aligned to your needs

We custom design your Disaster Recovery (DR) solution based on your network usage, data storage, processing requirements and site/server locations, rather than a one size fits all solution.

Friendly and fast support

Each customer is assigned a single point of contact and all your calls are handled through our Australian support centres for rapid support.

Aligned to your business

Our EverSync solution protects any virtualized applications. We offer three levels of IT resilience that are aligned to your needs and budget

Service Levels

	Essentials	Plus	Premium
Downtime Affordability (RTO)	24 Hours	12 hours	2 minutes **
Productivity Loss Tolerance (RPO)	48 Hours	12 hours	2 hours
Availability Target	99.99%	99.99%	99.99%
Support Service Hours *	24/7	24/7	24/7

*Our dedicated Disaster Recovery team will remain available 24/7 during an ongoing disaster. For normal support and queries, our local support offices are fully staffed between 8 AM and 5:30 PM (Mon-Fri) in their respective timezones.

** Subject to network performance between your business site and data centre.

Already a Pronto customer?

We can custom design a disaster recovery solution for you irrespective of whether you are a on-premise or a hosted customer.

Talk to one of our consultants for a tailored solution.

Done for you Managed Services

With a dedicated team of experts and our unique EverSync approach to disaster recovery, we manage all the key phases of a disaster recovery solution for you as a managed service. We consult with you during each of these stages to ensure that the solution remains aligned to your business goals.



Initiation and setup

Custom design

We custom design a DR solution that is tailored to your network, compute and storage requirements, resulting in the most value-for-money setup.

Installation

Your server applications are virtualized and setup with our EverSync solution using Zerto (our business partner) replication technology so that your protection can be initiated.



Continuous replication

Regular testing

We perform regular tests to ensure that your systems can be restored in the event of a disaster.

Resource management

Automatically augment network, compute or storage resources based on your usage and make sure that you never run out of resources.



When a disaster strikes

Point-in-time recovery

Determine the disaster type and failover to an appropriate point in time. For instance, in case of a ransomware/virus attack, you can failover to a time just before the infection.

Business support

Advise and assist your IT team on the best possible solutions to your disrupted operations

Failover initiation

Once you inform us of a disaster, we immediately start the process of activating your cloud instances and assist in adjusting the site's DNS settings to be able to access it from your office.

Constant monitoring

Make continuous adjustments so that full usage load from your entire business can be handled at the same quality of service.



Recovery to business as usual

Failback

All changes on the DR site are replicated back into your primary infrastructure with minimal disruption.

24/7 support

During normal operations, you can contact us at any time during business hours (Mon-Fri: 8AM-5:30PM) or 24 hours a day during system downtime.

Root cause analysis

We analyse the cause of the disruption and provide you with advice to make your infrastructure even more robust.

Post recovery

As soon as the primary business site is up and running, the replication to cloud starts again to resume your disaster recovery protection.



Pronto Cloud, a division of Pronto Software, provides breadth and depth of managed services for simple, easy and affordable access to the computing smarts.

Products and services include enterprise, web and mobile application deployment services, back up, disaster recovery, storage and more.

Founded in 2002, Pronto Cloud has offices across Australia.

info@prontocloud.com.au
1300 PRONTO (1300 77 66 86)
prontocloud.com.au