

ATEGO® Enterprise Takes Backup & Recovery to a New Level

We're Not Like the Others

When we launched the ATEGO® Cloud Backup service in 2009 the "cloud" was in its infancy and we pioneered the agentless, capacity based pricing model in Singapore. Now, we operate one of the leading cloud-based managed services in Singapore, focusing entirely on data protection and disaster recovery. We've renamed our flagship cloud backup service as ATEGO® Enterprise, performed numerous infrastructure upgrades, moved to a new state of the art data center, and taken online offsite backup to a new level of service, reliability, and security.

How it Works

ATEGO® Enterprise allows you to do an automated backup of your critical data to our infrastructure hosted in a certified and TVRA assessed data center in Singapore. Your data will be stored on RAID5 disks with multiple copies kept onsite and offsite. We even replicate your data to a second secure data center in Singapore.

Security is our top priority. Your data is encrypted during transmission and at rest in our storage infrastructure using your own private AES256 encryption key. No one can read your data but you.

ATEGO® Enterprise is an application aware managed service, and not a simple file backup or cloud storage platform. We protect files and databases from Windows, Linux, and System i (AS/400) environments. We perform agentless hot backups of leading applications such as SAP, SQL, Exchange, SharePoint, Oracle, Lotus Notes, VMware, and Hyper-V.

Complete Solution

ATEGO® is a suite of solutions and services. ATEGO® BLM automatically archives your old backup data based on rules you define. ATEGO® Rapid Restore provides stand-by virtual machines to let you recover your data at LAN speed within our data center. We monitor your backups, help you troubleshoot any problems, provide you reports, and can help you restore your data when you need it.

Why Choose ATEGO® Enterprise

Disaster Recovery - Regulators and customers are increasingly asking companies to have a business continuity and disaster recovery plan in place. We keep your data safely offsite, and can help you restore to your disaster recovery site, or our stand-by virtual machines.

High Security - ATEGO uses a FIPS certified AES256 encryption module. Your data remains encrypted during transmission offsite and while at rest in our storage infrastructure. You choose your own private 256 bit encryption key. The service provider can never read your data.

Totally Automated - After we help you set up the service, backups are done automatically without user intervention. This means there is less for your IT staff to manage, and less chance of human error.

Reliability - We employ an N+1 architecture to back up your data to our storage infrastructure on RAID5 disks. We even replicate your data to a second data center in case of total failure at our primary site. Our system also has an autonomic healing process to auto-detect errors and file corruptions so they can be flagged and fixed.

Agentless - We don't install any software agent on your production servers, so they remain free from any possible conflicts.

WHAT IS ATEGO® ENTERPRISE?

ATEGO® Enterprise is a data protection managed service offered by Pantropic Online Pte Ltd. It allows customers to do an online backup of their critical business data and store it offsite on Pantropic's backup infrastructure hosted at a secure data center in Singapore. ATEGO® Enterprise is part of a suite of services that also includes ATEGO® Rapid Restore, that lets you quickly recover your data to our standby virtual machines, and ATEGO® Private-Hybrid that lets you create a private cloud backup capability.

WHAT IS THE CORE TECHNOLOGY USED?

ATEGO® Enterprise is based on the award winning Asigra Cloud Backup™ platform famous for pioneering agentless backup. Being agentless means there is no software agent that needs to be installed on the target machine that is being backed up. Since 1986 Asigra has been at the forefront of the online backup industry.

HOW DO I BACK UP ONLINE?

Customers can use their existing Internet connection to do a completely automated and scheduled backup of their servers, desktops, and laptops, usually during the night or whenever their Internet connection is least busy. It is also possible to throttle the bandwidth utilization so that less bandwidth is allocated for backup during the day and more bandwidth is allocated at night.

IS MY DATA SECURE?

The data is encrypted using a NIST FIPS 140-2 certified AES256 encryption module during transmission "in flight" and while at rest in our offsite storage. AES256 is double the current Singapore Internet banking standard. Only the customer holds the private encryption key, so the service provider cannot read your data.

IS THERE A SERVICE LEVEL AGREEMENT?

You will receive a written SLA that describes our uptime guarantee, support response times, and the managed services that come with ATEGO® Enterprise.

WHAT IS BACKED UP?

The system only backs up the data blocks that have changed since the last backup so the size of each daily backup is often quite small. The system also automatically de-duplicates common files and compresses the data before it is sent across the Internet. This reduces the time and bandwidth required to do a backup.

WHERE IS MY DATA STORED?

Your backup data will be stored in a certified Tier 3 data center in Singapore. This means your data will be protected by physical security, network security, power redundancy and environmental controls including cooling and fire suppression. We also replicate your data to a second data center in Singapore. In the unlikely event we experience a failure at our primary site, we will switch operations to our secondary data center and you can continue to back up and restore data from there.

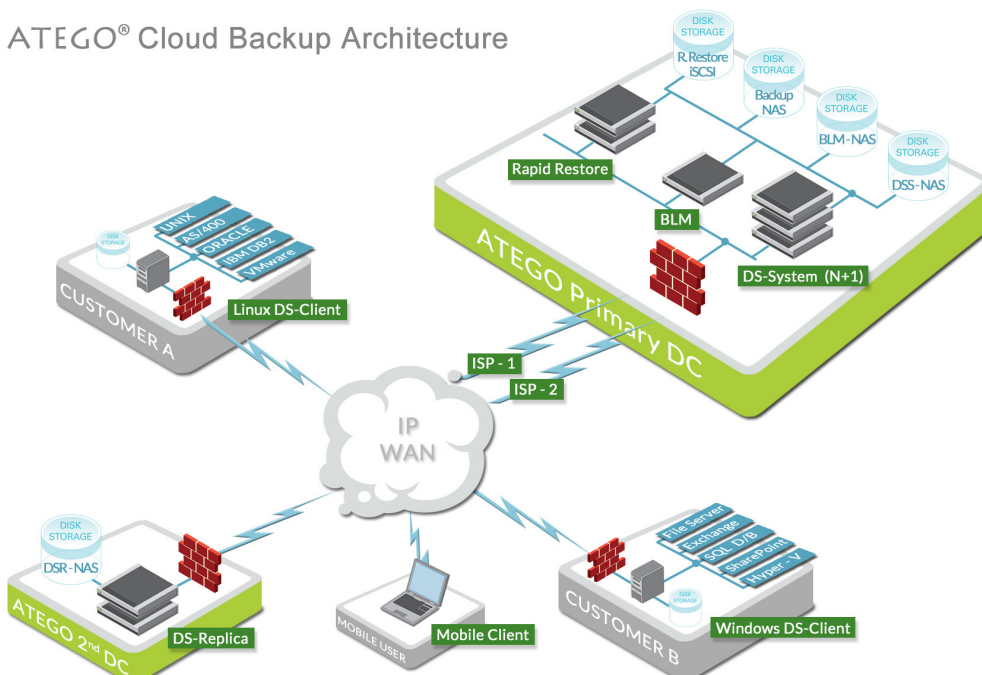
HOW IS MY DATA STORED?

Your data will be stored in our network attached storage on RAID5 disks at our primary DC. Another copy will be stored on RAID5 disks at our secondary DC. You can also keep a local copy of the backed up data onsite in your DS-Client. This gives you the capability of recovering data at LAN speed.

ABOUT PANTROPIC

Pantropic Online is a specialist in data protection and IT disaster recovery solution planning. Since 1999, we've assisted numerous small and large enterprises with on premise and cloud based managed services.

ATEGO® Cloud Backup Architecture



Agentless Architecture

The DS-Client software runs on a server or VM in your LAN and collects data agentlessly. It identifies changed blocks, de-duplicates files, compresses the changed data, and encrypts it before sending it offsite to the DS-System.



Tel: +65 6411 0000
sales.enquiry@pantropic.com.sg

www.pantropic.com.sg