



HELIX PROTECT

**FASTER BACKUPS.
FEWER HEADACHES.
FAST RECOVERY.**

HELIX PROTECT

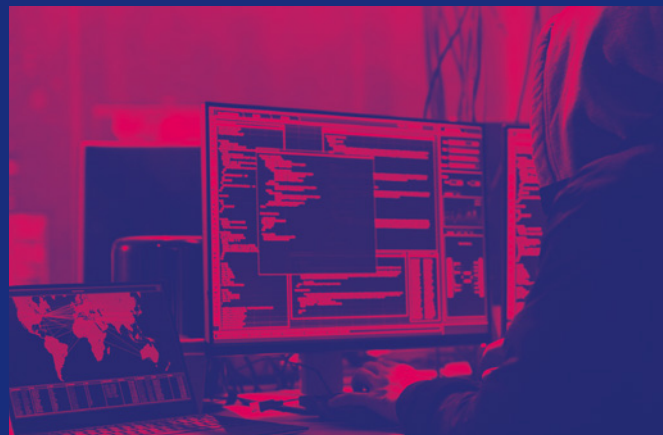
FASTER BACKUPS. FEWER HEADACHES. FAST RECOVERY.

JUST IMAGINE FOR A MOMENT AN ORGANISATION THAT NEEDED A FAST, RELIABLE WAY TO BACK UP AND RECOVER THEIR CRITICAL DATA IN CASE OF AN IT FAILURE OR RANSOMWARE CYBER ATTACK.


For a long period of time, backing up to tape and using traditional storage infrastructure made a lot of sense – and as their data volumes grew, more storage and higher performance tape were bought to meet their needs. But then:

- Their data volumes grew so large, there weren't enough hours in the day for backups to complete
- Their tape library and ageing infrastructure became a constant, costly headache to manage and expand
- They realised that, if the worst did happen, recovering their data might take weeks and this would have a serious impact on their business

Sound familiar? This is an incredibly common story – one that's currently being lived out every day by organisations of every size, across every industry.



HELIX PROTECT. FASTER BACKUPS. FEWER HEADACHES. FAST RECOVERY.

A man with short brown hair and a beard, wearing black-rimmed glasses and a light blue button-down shirt, is looking down at a laptop screen. The background is a solid light blue.

So, at CSI, we've designed an incredibly versatile solution that takes advantage of powerful technologies and can easily be adapted and sized to suit the specific needs of your business. Here is what we can do...

Speed up backup times – Quantum leap in performance

We replaced the company's tape-based infrastructure with a new, extremely high-performance software defined infrastructure, using the best of breed vendor technologies (including cloud services) to meet requirements.

Work with best of breed technologies to replace tape and legacy systems

Our managed service supports best of breed technologies for backup and recovery from the leading vendors in the market. We deploy and use the best technology set for each customer environment, dealing with all the complexities and helping to reduce management headaches, making scaling out to meet future needs extremely simple.

Provide fast disaster recovery with Zero Day Recovery®

By creating an identical, replicated environment at a second site (or in the cloud) we can provide fast recovery in the event of IT failure, ransomware cyber attacks or indeed any business impacting disaster.

Take away the headache with Helix Protect Enterprise – for genuine peace of mind

Proactive support and fully managed data protection so the headaches go away. With >99% success rate that is both monitored and supported 24 x 7, identification of critical systems for fast recovery with full support including regular DR testing, Helix Protect Enterprise provides complete data protection and genuine peace of mind.

Helix Protect

Payable annually in advance with annual price corrections based on actual growth.

Service Features:

- Fast backup & recovery
- Backup catalogue defining service levels for each server group; >99% backup success for tier 1 servers
- Full audit history and trend analysis for improved governance, capacity and performance planning
- Service charges include vendor technologies and can be structured to include hardware infrastructure if required
- Fixed charge rates for capacity and client growth
- Secure, off-premise copy of backup data as standard
- Leverages CSI's 20 years plus experience delivering enterprise class data protection solutions



Managed Data
Protection



Visibility –
Helix Storage



Disaster
Recovery



Proactive
Support



Cloud
Services



Compliance

HELIX PROTECT. FASTER BACKUPS. FEWER HEADACHES. FAST RECOVERY.

WITH SERVICE LEVELS TO SUIT YOUR INDIVIDUAL REQUIREMENTS, WE WILL WORK WITH YOU TO ENSURE WE COLLECTIVELY FIND THE RIGHT SUITE OF SERVICES TO MEET YOUR BUSINESS NEED.



Helix Protect Enterprise

Designed to provide end to end remote management of your backup estate with the service consisting of:

- Management and administration of the backup - environment as per the backup catalogue
- Troubleshooting backup issues
- Actioning data restore requests
- DR and RTO testing
- Day to day case management through agreed SLAs
- Regular Service Review Meetings

With Helix Protect in place, you can ensure that backup management is simpler than ever before. With our tools in place, we can provide reporting, monitoring and analytics across your data environment, allowing you the peace of mind that your data is both safe and protected.

CSI protect, recover, manage, store and secure petabytes of data for organisations on a global basis. With decades of experience, certifications in proven enterprise-class technologies, a proven track record with a customer list that spans industries and continents, and a true desire to solve customer challenges we are confident we can help you meet your needs and deliver above and beyond your expectations.

Let us help you gain control of your data protection. Request a trial of Helix today.



Helix Protect Report

Fully managed cloud-based reporting service consisting of:

- Reporting, Monitoring and Alerting
- Bi-Annual Service Reviews



Helix Protect Base

Provides visibility and insight into your backup environment and enhance supporting services. The service consists of:

- Reporting, Monitoring and Alerting
- Access to the CSI Service Desk
- Case Management through agreed SLAs
- Health Checks and Recommendations
- Regular Service Reviews



Helix Protect Enterprise

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- Management and administration of the backup environment as per the backup catalogue
- Troubleshooting backup issues
- Actioning data restore requests
- DR and RTO testing
- Day to day Case Management through agreed SLAs
- Regular Service Review Meetings

How Helix Protect works within your organisation

Your Service Delivery Team

- Service Delivery Manager
- Account Director
- Senior Engineer
- Billing Specialist

Your Extended Support Team

- Proactive Alerting
- Incident Management
- Change Management
- Escalation Management
- 24/7 Technical Support
- 3rd Party Vendor Support

Professional Services

- Project Management
- Migration Services
- Security
- Performance/Load Testing
- Service Transformation



**You and
Your Team**

ACCELERATE ENTERPRISE PERFORMANCE

Working with some of the world's most dynamic businesses, CSI delivers enterprise Cloud, Data and Cyber Security solutions and services.

We manage complex workloads, draw value from data, and we are the first and last line of defence against digital threats.

By taking a technology-neutral, outcomes-biased approach, we help organisations to grow, save, innovate and protect, fearlessly.

Our goal is to liberate talent and unlock capital, enabling our clients to gain a competitive edge, not just for today or tomorrow, but forever.



GROW



SAVE



INNOVATE



PROTECT

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