

VEEAM CLOUD CONNECT

Covenco's Veeam Cloud Connect service provides a fully integrated, fast, and secure way to back up, replicate, and restore from the



VEEAM

Benefits at a glance

- Infinitely scalable provision of Tier 1 resilient cloud storage
- Insider protection feature providing a 'soft air gap' for data to protect against accidental or malicious deletion of data
- All data held within the UK across our ISO27001 accredited datacentres
- All data is transferred safely and securely through trusted SSL/TLS connections
- Daily monitoring of backup jobs by Covenco's Veeam-certified service desk
- Escalation of backup failures
- Remediation of backup failures



Offsite Backups for your Veeam-protected estate.

Covenco's Veeam Cloud Connect Backup Service provides a fully integrated, fast and secure way to back up and replicate to Covenco's cloud repository. Simply select Covenco as your service provider from your Veeam console and point your backups and/or replica jobs to our cloud repository, then sit back and relax — cloud-based backup has never been so easy!

Operating out of two resilient ISO 27001 accredited datacentres in the UK, Covenco has been providing cloud-based backup services and solutions for over 20 years and was selected by Veeam as one of their first Veeam Cloud Connect Service providers in the UK when the Service was first launched.

It's this heritage and experience which sets us apart from our competitors.



What's provided as part of the Service?

- The Veeam Cloud Connect service provides you with an offsite cloud repository to send your daily backup jobs over a secure SSL connection.
- Covenco's cloud is a secure private cloud, located across its two ISO27001 datacentres in the UK.
- The data transferred can be encrypted over the wire using Veeam's inherent encryption tools.
- Covenco's Helpdesk monitors all the backup jobs sent to the offsite cloud repository. If the helpdesk team are alerted to an issue with any backup jobs, they will escalate to the customer's IT team and assist with resolution and remediation.
- Access to Covenco's Helpdesk Mon – Fri 9am to 5.30pm.
- Assistance and advice with upgrades to Veeam versions.

Insider Protect Feature

The insider protect feature provides a soft 'air gap' for the offsite backup data. If the data in the Cloud repository is accidentally or maliciously deleted, it will fall into a recycle bin facility which is only visible to Covenco as your chosen cloud service provider. This allows Covenco to restore the deleted data back to any location of the customers choice. This is particularly useful in cases of malicious deletion of data.

Encryption

Covenco recommends all data replicated offsite is encrypted using the 256 EAS encryption facility within the Veeam software. The encryption keys will remain with the Customer and only be presented to Covenco if required at the time of recovery of the environment. All data stored in the Covenco cloud will be encrypted at REST.

WAN Acceleration

WAN Acceleration can be deployed over Veeam Cloud Connect to get more data replicated over your available bandwidth. The feature is available to all Veeam Backup & Replication Enterprise or above customers.

Monitoring of Backups

Daily monitoring checks are conducted to ensure that replication of backups is taking place. Covenco's helpdesk will inform customers of any issues relating to the successful replication of backup jobs to the cloud repository.

Helpdesk

Covenco provides its customers with access to its Helpdesk where any issues with the Cloud Connect service can be reported. The Helpdesk hours are Monday to Friday 9am to 5.00pm.

Cloud Storage Platform

Covenco's cloud storage platform is built on IBM Tier 1 Storage. The architecture is highly resilient as well as scalable and resides within a secure datacentre protected by sophisticated access control systems, CCTV, and multiple Alarm systems. The datacentre provides n+1 power and cooling, and full environmental monitoring 24 x7.



The Covenco Veeam Partnership

Covenco has been constructing and architecting backup and DR solutions using Veeam Backup Software for over 10 years, initially working with V4 of the Veeam Software.

Covenco is a Veeam Platinum Cloud Service Provider (VCSP) and was appointed by Veeam to pilot their Veeam Cloud Connect programme for EMEA when they initially launched the offering about 5 years ago. Only two other companies in the UK were invited to participate in this pilot project. As part of the project, Covenco BETA tested Veeam v8 prior to its release along with v9 when that was announced in late 2015.

Covenco is a highly regarded Partner throughout Veeam in the UK and sits on the Veeam Cloud Service Providers Council (one of only three companies in the UK to have this privilege). We regularly interact with the most senior Veeam leadership and product management teams ensuring we are kept abreast of all the forthcoming products and features. We frequently participate in technology forums with Veeam to enable our internal support teams to provide world class support to our Customers.

In January 2022, Covenco were awarded the following Veeam Competency Accreditations making us one of only three providers in the UK to attain such accreditations.



Key Veeam Cloud Connect Service Benefits

- Flexible Recovery Time & Recovery Point Objectives
- Managed Support from true data management specialists
- No capital costs in DR infrastructure or ongoing costs for support and maintenance
- Immediate failover to DR facility in the cloud
- Simple costing model based on the number of users and the storage required in the cloud
- Infinitely scalable with no infrastructure costs
- No software management overhead
- No ingress or egress charges
- Set your own retention policies to suit your business compliance requirements
- Access to customer service desk: Mon – Fri 9am to 5.30pm
- Fully implemented by Covenco365's specialist team
- Fixed monthly, quarterly, or annual service charges.



About Veeam

Veeam is the leader in backup, recovery and data management solutions that deliver Modern Data Protection. Providing a single platform for cloud, virtual, physical, SaaS and Kubernetes environments.

Veeam customers are confident their apps and data are protected and always available with the most simple, flexible, reliable and powerful platform in the industry.

About Covenco

With more than 30 years of experience in the IT industry across a range of technologies. Covenco specializes in purchasing, selling and renting new and refurbished IBM, HP, Dell and NetApp computing hardware, storage and supporting software.

Today, Covenco works across a variety of industry sectors as Business Partners for new IT infrastructure solutions and as Business Continuity specialists. Covenco is a modern data management company providing its clients with data protection, data availability and data security 24x7, 365 days a year.

Covenco

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