

AGENT-BASED ENTERPRISE BACKUP- AS-A-SERVICE

US Signal's Agent-Based Enterprise Backup-as-a-Service is powered by EMC Avamar and Data Domain to provide a robust and reliable enterprise data backup and recovery solution.

AT-A-GLANCE

- + Fully managed backup solution maintained and monitored by the US Signal managed services team
- + Provides protection for both on-premises environments and data hosted in your US Signal cloud environment
- + Both agent or hypervisor based backup operations to fit your specific use case
- + Built-in source side deduplication reduces the amount of data transmitted over your network
- + Encryption of backup datasets during transmission and at rest
- + Pair with US Signal Enterprise Replication for secondary backup copies or customized retention policies

TECHNICAL OVERVIEW

The US Signal Agent-Based Enterprise-Backup-as-a-Service is a fully managed service that leverages Avamar and Data Domain to provide you with a data protection service that fits many use cases. All related infrastructure and backup components are managed and monitored by the US Signal professional services engineers to alleviate the daily management, troubleshooting, and the recovery of the solution.

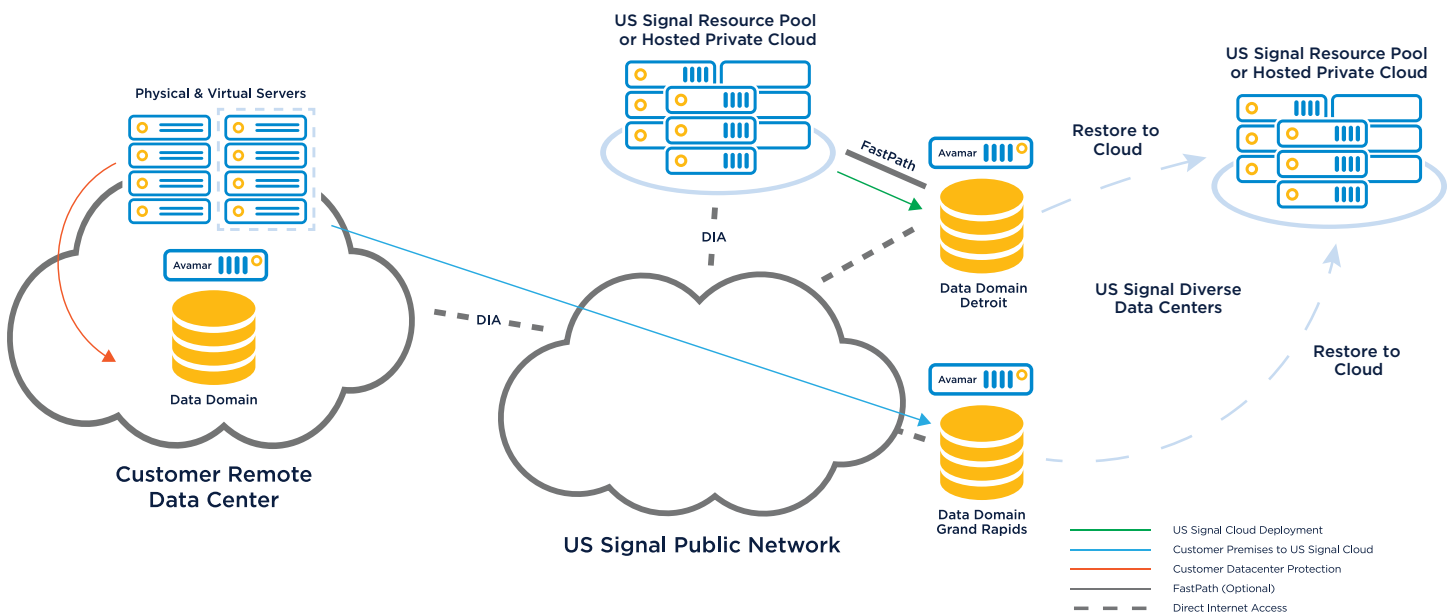
- + Up to 90% faster daily full backups
- + Up to 95% reduction in required backup storage
- + Up to 99% reduction in required network bandwidth
- + Encryption of data in flight and at rest
- + Data recoverability checks



AGENT-BASED ENTERPRISE BACKUP-AS-A-SERVICE TECH SHEET

RESTORATION AND BACKUP OPERATION

- + Every backup is a full copy, however utilizes changed blocks from previous backups to reduce backup windows
- + SSL encryption for data-in-flight and at rest
- + Request restoration by opening a support ticket with the US Signal TOC



US SIGNAL SERVICES

- + Agent installation and upgrades
- + Create, monitor, and remediate backup jobs
- + Monitoring of backup plan success and failure activity
- + Restoration of images and files/folders to source
- + Managing underlying backup infrastructure hardware and software

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SCHEDULING AND RETENTION

Standard scheduling and retention are as follows, but customizable based on retention requirements.

| | # of Daily Backups | # of Weekly Backups | # of Monthly Backups | # of Yearly Backups |
|--------------------|--------------------|---------------------|----------------------|---------------------|
| 11 Backup Rotation | 7 | 3 | 1 | - |
| 12 Backup Rotation | 7 | 3 | 2 | - |
| 23 Backup Rotation | 7 | 3 | 12 | 1 |

DEPLOYMENT MODELS

US Signal Cloud Deployments

- + FastPath connectivity to storage infrastructure
- + Geographically protect workloads hosted in your US Signal cloud environment
- + Agent based deployment

Customer Premises to US Signal Cloud

- + Agent or hypervisor based backup options
- + Support for on-premises Avamar (physical or virtual appliances) with integrated Data Domain
- + Public connectivity to storage infrastructure

Protect data to the following US Signal markets:

- + Grand Rapids, MI
- + Detroit, MI

Customer Data Center Protection

- + Agent or hypervisor based backup options
- + Backup infrastructure located on customer premises, resulting in faster recovery operations
- + Pair with Enterprise Replication to maintain off-site copies of your backup data
- + Fully managed and monitored by the US Signal managed services team

SERVICE LEVEL AGREEMENTS

Storage infrastructure availability of 99.5%.

Support response of 2 hours from the time a request is received.

FASTPATH

Additional add-on for US Signal cloud customers to offload backup traffic from their Internet access port, by providing private network routes to management components and storage infrastructure, so the Internet port is not consumed by backup traffic.

COMPLIANCE

US Signal's Agent-Based EBaaS solution is built using HIPAA and PCI security standards helping you achieve your compliance requirements.

- + Execute a Business Associate Agreement with US Signal
- + Annual audits with available reports
- + Secure logging of hosted virtual infrastructure

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