



# BACKUP AS A SERVICE (BAAS) - COMMVAULT

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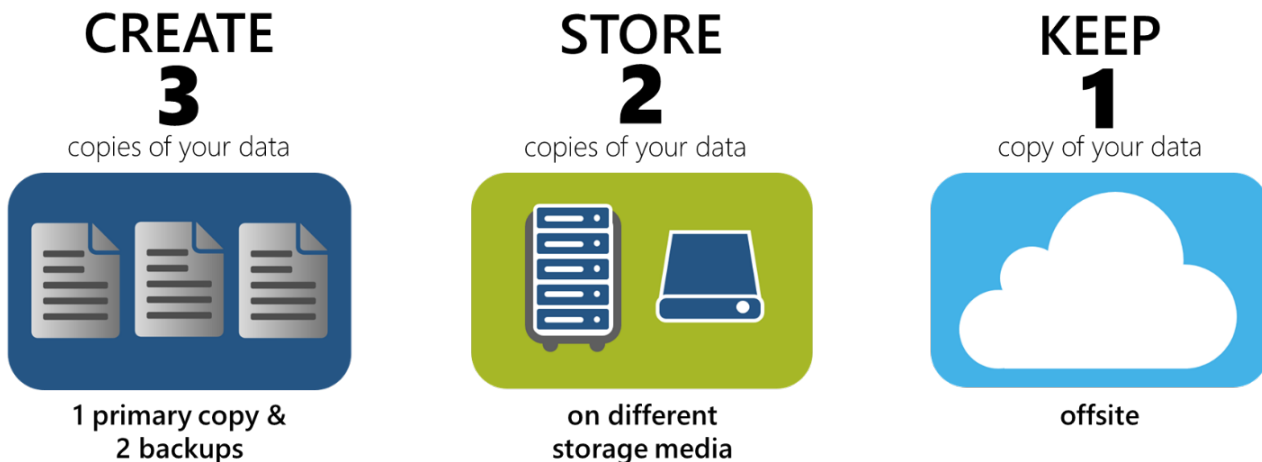
# 1 OVERVIEW

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Hosted Café Backup as a Service (BaaS) is a managed data protection service for your data regardless of where it is located – your data center, in branch office or in the Cloud. This enterprise-class backup and recovery service provides you with the assurance that recovery of your sensitive and critical data is without hassle with the assistance of our hosted café team of data protection and disaster recovery experts.

With flexible options of ways that the service can be rolled out, Backup as a Service provides the necessary equipment, software and know-how to provide a managed a solution that may include an on premise backup target, Hosted Cafe cloud storage target or a combination of both.

The Hosted Café BaaS service enable customers to follow industry best practices of “The 3-2-1 Rule”.



The Service enables you to create 3 copies of your data (primary and two backup copies), store 2 copies of backup data stored on different storage media infrastructure and to keep at least 1 backup copy of your offsite.

The Hosted Café service will assist you with the development of your backup plans including backup schedule, frequency, retention and replication policies to meet your business needs. The team then works with you to implement the solution, verify it is functioning efficiently, and to ensure it runs reliably. Our goal is to execute reliably at an efficiency rate above industry averages. We regularly achieve greater than 96% backup job success rates, well above the industry average near 80%.

If your data protection requirements include periodic testing and validation, we can also assist with that too. Our flexible options include assisting with everything from a file recovery test to a full disaster recovery test to the Hosted Café IaaS environment. And when it comes to actual recovery, our Backup and Recovery experts are here for you to help with file or data restores.

Hosted Café BaaS supports the following use cases:

- 1) Backup of on-premises systems to an on-premises media agent (backup server). Hosted Cafe provides and manages the dedicated media agent as well as the backup operations.
- 2) Backup of on-premises systems to Hosted Cafe backup environment in one of our secure data centers. Hosted Cafe provides and manages the hosted backup infrastructure in our data center as well as the backup operations.
- 3) Replication of backups from on-premises media agents to our data center. Hosted Café provides the infrastructure and manages backup operations.



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4) Replication of backups from Hosted Café cloud-hosted BaaS infrastructure to a secondary Hosted Café data center.

You can roll out any one of these use cases or a combination of each of them depending upon your environment requirements and business needs.

## 2 BACKUP AS A SERVICE (BAAS)

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### 2.1 SERVICE DESCRIPTION

Hosted Café's Backup as a Service (BaaS) is a managed service and provides the software, infrastructure, and people necessary for worry-free backup and restore services. The service includes enterprise-grade backup software, storage, and infrastructure to enable the storing of your backups on a local appliance and/or in secure, geographically diverse, datacenters. In addition, receive assistance with day-to-day operations, data recovery and system restoration as defined in this service guide. The service can be consumed on a utility basis with almost immediate scalability.

The protected data may be data files, databases, emails, ERP or machine-state information (Operating Systems, Virtual Machine metadata, etc). The Hosted Café service team will implement a solution aligned with your business needs, our experts assist with solution design, data retention policies, scheduling policies, configuration, performance tuning, and data seeding to get you up and running quickly with a high level of efficiency.

The BaaS service offers the following features and options to optimize your backup and recovery environment:

- Scheduled and on-demand backups and archiving
- Customized backup scheduling
- Customized retention policies
- On-demand file retrieval and data restore\*
- Event notification (see monitoring section)
- Periodic job status reviews by backup administrator(s)
- Reporting – job reporting, network & resource readiness, and other standard reports (see reporting section)
- Client BaaS Portal to view backup jobs, policies, health information, and some self-service capabilities
- Customer support via the Hosted Café Operations Center 24/7/365.
- Ongoing monitoring, configuration, and troubleshooting of jobs performed by our knowledgeable OpsCenter staff
- Software updates for client and media agents
- Up to 5-hours of labor per month for service requests and changes
- Enterprise-class backup system and software enabling the following:
  - Application-aware backup procedures: File, Systems, VMs, Database, Email & Collaboration, ERP, Endpoints
  - Data encryption for data at rest
  - Data encryption for data in transit
  - Detection of encrypted data to identify issues such as Ransomware

\* See service priority definitions.



### 2.2 SERVICE DETAILS

#### 2.2.1 CLIENT BACKUP AGENT

Hosted Café will provide backup agents for the servers and systems that you would like protected. Hosted Café provides the agent; the client is responsible for installation to the machine.

Backup agent OS and Application compatibility is available [here](#).<sup>1</sup>

Our supported and compatible backup agent offerings are listed under the following menus:

- Documentation > Deployment > System Requirements > Backup
- Documentation > Deployment > System Requirements > Virtualization

Check with Hosted Café to determine if the application support and virtualization environment have additional costs and fees.

#### 2.2.2 HOSTED CAFÉ PROVIDED MEDIA AGENT (SERVER)

For clients that would like to have a local backup, Hosted Café will provide a pre-configured backup media agent (server) for on-premises deployment. The media agent appliance is remotely managed and administered by the Hosted Café Operations team. We provide the following:

- Device monitoring – availability, performance and health
- Remote device and software administration
- Maintenance of system drivers, OS, and backup software

#### 2.2.3 FILE & SYSTEM RECOVERY

Hosted Café Operations will assist with file or system recovery to a client provided system. This is included within the terms of the service and requests will be prioritized based upon the severity of the event. See the “priority levels” section.

Hosted Café is responsible for initiating the file or system recovery and to monitor the restoration through completion. The client is responsible for all target system configurations, testing, and validation of a successful recovery.

#### 2.2.4 FILE & SYSTEM RECOVERY TESTING

Hosted Café Operations will assist with backup testing by providing file recovery assistance to a client provided system. This is included within the terms of the service and requests a standard service request.

#### 2.2.5 DISASTER RECOVERY TESTING

Through the additional Hosted Café DRaaS service, we can assist with disaster recovery testing by providing system recovery assistance to client provided system or reserved IaaS resources. Hosted Café is responsible for initiating the file or system recovery and monitor the recovery process through completion. The client is responsible for all target system configurations, testing, and validation of a successful recovery.

This can be incorporated into Hosted Café DRaaS reserved resources and testing services where Hosted Café provides recovery testing resources (CPU, RAM, Virtual machines) via a client virtual data center (vDC) and resource reservation in our IaaS. This service needs to be purchased in advance, incorporated into the Hosted Café

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<sup>1</sup> [http://documentation.commvault.com/commvault/v11/article?p=system\\_requirements/common/requirements\\_overview.htm](http://documentation.commvault.com/commvault/v11/article?p=system_requirements/common/requirements_overview.htm)



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DR Runbook and the recovery testing is scheduled. Inclusion of BaaS into DR testing may incur incremental DR Runbook creation and testing costs.

See the DRaaS Service Guide for complete and definitive details.

### 2.2.6 BACKUP POLICY REVIEW

Hosted Café Backup Policy Review service can be added as an additional service to audit and identify ways to optimize your backup environment. The service includes:

- Documentation of existing client policies, schedules, and retention as implement in the Hosted Café Backup Service.
- Document the inventory of backups jobs
- Document the size of the backup by the client system

With our Hosted Café data protection experts, we identify opportunities for service optimization and improved data protection.

### 2.2.7 BAAS SERVICE PORTAL

Hosted Café will provide access to the BaaS service web portal. This portal offers the following:

- See protected systems
- See job status and history
- Review client system details – content, schedule, retention and backup size
- Initiate self-service restores

Access to the BaaS portal is available from [service.hostedcafe.com](http://service.hostedcafe.com)<sup>2</sup> portal.

[Service.hostedcafe.com](http://Service.hostedcafe.com)<sup>3</sup> is the primary service portal for all Hosted Café services and service requests. Access to this portal will be granted during the onboarding process.

## 2.3 ROLES & RESPONSIBILITY MATRIX

	Client	Hosted Café BaaS	Extended Services*
<b>General</b>			
Server and Application information (account, password, location,...)	X		
Backup Job scheduling	X		
Backup and Retention scheduling	X		

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<sup>2</sup> <http://service.hostedcafe.com>

<sup>3</sup> <http://Service.hostedcafe.com>



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	Client	Hosted Café BaaS	Extended Services*
Client escalation information	X		
<b>Installation and Configuration</b>			
Determine the data to be backed up	X		X
Determine RPOs and RTOs for each application	X		X
Determine retention, destruction and encryption needs	X		X
Media agent configuration		X	
Install Backup agents on applications or servers	X	X	
Create Backup Jobs		X	
Create Retention schedule		X	
Physical implementation of Media Agent at client location	X		X
<b>Monitoring</b>			
Provide customer requirements (restart windows etc...)	X		
Monitoring of backup jobs		X	
<b>Incident and Problem Management</b>			
Event Notification		X	
Restart failed jobs per client requirements		X	



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	Client	Hosted Café BaaS	Extended Services*
Restore jobs to present data for applications into customer infrastructure Restore backup data to customer systems or storage		X	
Provide the restore information including System details, folder path and/or file, file overwrite, etc.	X		
Integrate restored data into applications	X		X
Bare metal restores (customer infrastructure)	X	X	
Remote maintenance and updates of Media Agent		X	
On client premise maintenance or updates to Media Agent	X		X
<b>Patch Management</b>			
Agent updates		X	
Media agent		X	
Hosted backup infrastructure - Software, Storage, Network		X	
Administer SW feature releases and non-critical updates		X	
<b>Management</b>			
Administer user access to portal		X	
Customer Change management and notification	X		





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	Client	Hosted Café BaaS	Extended Services*
Notification of backup infrastructure maintenance events		X	
<b>Reporting</b>			
Standard Operations Reports		X	
Custom Operations Reports			X
<b>Backup Policy Management – post implementation</b>			
Backup policy review (per client request)			X
Backup policy redesign			X
Disaster Recovery Runbook Updates			X

Full troubleshooting may require NetTend support of all upstream network and infrastructure server components.

\* Extended Services are services that may be provided at a cost incremental to the Hosted Café BaaS monthly recurring fees.

\*\* Configuration and design offer many flexible options, any and all managed BaaS solutions must follow vendor best practices, recommendations, sizing guidelines, and requirements to be supported.

## 2.4 MONITORING

The managed backup service will monitor the following:

Monitor	Alert Threshold	Severity Level
Backup Job Delayed by 1 hour.	1-hour	4 – single instance 8 – multiple instances
Media Agent DDB Store Corrupted	Upon detection	7
Backup Job Exceeded Running Time of 24-hours	24- hours	7



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Backup Job Failed or Skipped	Upon detection	7
Aux Copy Delayed by 8-Hours	8-hours	7
Aux Copy Job Failed	Upon detection	7
Client (Media Agent) Disk Space Low	Upon detection	7
DDB Reconstruction Failed or Succeeded with Errors	Upon detection	7
Possible Ransomware Detected	Upon detection	8
Data Protection: Job Succeeded with Errors	Upon detection	7
Aux Copy Falling Behind	Based on customer requirements	7

Severity level 10 & 9 = Priority 1 response

Severity level 8 & 7 = Priority 2 response

Severity level 6 & 5 = Priority 3 response

Severity level 4 & 3 = Notification Only

Severity level 2 & 1 = No notification. Event stored in monitoring platform for reporting purposes.

## 2.5 REPORTING

The BaaS managed service will provide the following reports.

Reports	Report Frequency
Job Summary including completed jobs, failed jobs, skipped, delayed, completed with errors, job duration, etc.	Daily or Weekly
Reporting the backup application size for clients and VMs. Includes First and Last (Full and Incr) backups over 30-days.	Quarterly
Schedule Policy Audit and Data Retention.	Quarterly
Usage vs contracted	Provided upon request

These reports will be set up during onboarding and will be sent to client specified contact or group distribution list. Hosted Café has defined a report frequency, but this can be modified upon client request.



The service portal will also provide additional reporting details (see Service Portal section)

### 3 SERVICE ACTIVATION

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Hosted Café employs a structured onboarding process to help ensure a smooth transition to Backup as a Service.

Our Project Management Office (PMO) owns the process with the Backup Onboarding Engineer (OE), holding the ultimate responsibility and serving as the single point of contact (SPOC). Common step to service activation:

1. Data gathering
2. Customer service manual
3. BaaS order form
4. Install and configure media agent(s)
5. Install and configure client backup agent
6. Perform data seeding, sub-client creation, and grouping
7. Create backup policies - schedule and retention
8. Performance tuning
9. Initiate portal access
10. Initiate reporting and monitoring
11. Send any found issues with onboarding for the client to review
12. Complete onboarding
13. Training on portals
14. Go live with Operations Center (OC)

### 4 SERVICE DELIVERY

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#### 4.1 BACKUP AS A SERVICE SPECIFIC PRIORITY LEVELS

**Request for a System Restore** will be treated as a “critical” Priority 1. For a system restore we will respond in 15-minutes and initiate the restoration in one hour or less. Our hosted café team will need all relevant information to initiate restore which includes the system information, folder path and/or file identification, if you would like the restore to overwrite or not, etc.

**Request for a Folder or File Restore** will be treated as a Priority 2 unless otherwise specified by the client. For a Folder or File restore we will respond in 20-minutes and initiate the restoration in four hour or less. Our hosted café team will need all relevant information to initiate restore which includes system information, folder path and/or file identification, if you would like the restore to overwrite or not, etc.

On-demand backup request will be treated as a Priority 2.

#### 4.2 STANDARD PRIORITY LEVELS

To ensure that problems are reported in a standard format, the following problem priority definitions will be adhered to.

- Priority 1 (P1) - An existing network or service is “down” or there is a critical impact to business operations. Customer and Hosted Cafe will commit all necessary resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of ‘Service Down’ or ‘Critical’ fall into this category.



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- Priority 2 (P2) - Operation of an existing network or service is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of covered products. Customer and Hosted Café commit full-time resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of 'Trouble' fall into this category.
- Priority 3 (P3) - Operational performance of the network or service is impaired while most business operations remain functional. Customer and Hosted Café commit resources during normal business hours to restore service to satisfactory levels. Proactive monitoring alarms classified as a severity of 'Attention' fall into this category.
- Priority 4 (P4) - Operational performance of the network or service is only minimally impaired while business operations remain functional. Customer and Hosted Café commit resources during normal business hours to restore service to satisfactory levels.

***Emergency (P1 or P2) services require a phone call to create an incident.***

### 4.3 ESCALATIONS

Escalations require a call into the Operations Center at (314) 392-6907 or (800) 731-7096 to contact the Duty Manager.

### 4.4 CONTACT METHODS

BaaS services trigger automated incidents through monitoring. In addition, the Hosted Café backup administrators will manually check job status on a regular basis and initiate incidents if not previously initiated.

Additionally, customers may create incidents and contact the Operations Center (OC) in three ways:

1. Phone: (314)-392-6907 or (800) 731-7096
2. Customer Portal: Local address provided during implementation

***Emergency services (P1 or P2) require a phone call to create an incident.***

## 5 TERMS AND CONDITIONS

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Refer to MSA and Work Order and Service Order for additional terms.

### Customer Requirements

- Customer agrees, as reasonably requested by Hosted Café, to provide Hosted Café with access to Customer's premises and equipment and to otherwise cooperate with Hosted Café in performing the services.
- Customer agrees to install the necessary software to enable backup operations, monitoring, and reporting. If contracted separately, the customer agrees to allow Hosted Café to install necessary software to enable backup operations, monitoring and reporting.



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- Customer agrees to notify Hosted Café of any changes in the Customer hardware, including any system configuration changes or any hardware or software upgrades, which may affect the services provided hereunder.
- Ensure that the proper operating environments are deployed.

### 5.1 CHANGE MANAGEMENT

The Customer is provided at least seventy-two (72) hours prior written notice of any changes made by Hosted Café that affect the Services, other than regularly scheduled maintenance outages. However, if a shorter notification period is required, due to an urgent or emergency situation, changes can be made without the agreement of the Customer, as deemed necessary on a case-by-case basis. Hosted Café strives to minimize outages that may be caused by a change. In the event that an outage is required, Hosted Café will use reasonable efforts to minimize the impact of the change and schedule the outage based upon the Customer's and Hosted Café's requirements. If an outage is required, such an outage will be considered a scheduled outage. Hosted Café will use reasonable efforts to minimize the impact of the change on the affected service. Hosted Café reserves the right, however, to proceed with any change if Hosted Café determines that the change is necessary. Hosted Café will take reasonable steps to minimize any harm to the Customer's specific environment as a result of such change.

The customer is required to provide at least seventy-two (72) hours prior notification to the Hosted Café Operation Center of any changes to its configuration that interface with the Services.

## 6 SERVICE ITEMS

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The following items are available:

Service Items
<b>FOR CLIENT PREMISE MEDIA AGENT:</b>
Managed Monitoring Service for Dedicated BaaS Media Agent – First 1TB of Primary Backup (includes SW licensing, monitoring and support services for media agent) Managed Monitoring Service for Dedicated BaaS Media Agent – Additional 1TB – Primary Backup Copy
<b>FOR BACKUP OR BACKUP REPLICATION TO HOSTED CAFÉ DATA CENTER</b>
Backup as a Service - Primary Backup Copy (GB) Backup as a Service - Secondary Backup Copy (GB)
<b>FOR DISASTER RECOVERY TO HOSTED CAFÉ DATACENTER FROM BACKUP*</b>
Infrastructure as a Service for St. Louis, CPU RESERVED Resources (GHz)



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Infrastructure as a Service for St. Louis, RAM RESERVED Memory Resources (GB)

Infrastructure as a Service for St. Louis vDC environment, includes an isolated networking environment and NetTend virtual monitoring probe. Includes: vLANs and private IP space.

Backup as a Service Sandbox Test Annually

Backup as a Service Sandbox Test Bi-Annually

Backup as a Service Live Test Annually

Backup as a Service Live Test Bi-Annually

\*See Hosted Café DRaaS Service Guide for definitive information regarding the DRaaS service items.

## 7 DEFINITIONS

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**Agent** - A software module in the system that performs data protection operations.

**CommServe Server** - The module that communicates with all clients and MediaAgents, and coordinates operations (data protection, data recovery, and administration operations, job management, event management, and so on) within a management group. Hosted Café hosts and administers this server.

**data encryption** - The Backup as a Service software uses asymmetrical encryption. The plain text is encrypted with one key (called public), and can be decrypted only with the other key (called private). The software uses public-key encryption to avoid prompting for a pass-phrase each time a backup runs.

**data replication** - Data replication is a secondary copy of production data by using a combination of host-based replication and snapshot technologies. Data replication copies can be accessed immediately for fast recovery, used to create multiple recovery points, or used to perform traditional backups without having an impact on server performance.

**disaster recovery** - The planning for and/or the implementation of a strategy to respond to such failures as a total infrastructure loss, or the failure of computers, networks, storage hardware, or media. A disaster recovery strategy typically involves the creation and maintenance of a secure disaster recovery site, and the day-to-day tasks of running regular disaster recovery backups or continuous replication (see DRaaS).

**disaster recovery backup** - Backs up metadata and Windows registry data in two phases. In the first phase, the data to a local or network path is backed up. In the second phase, the data is backed up to media by using a disaster recovery backup storage policy. This data can then be restored by enlisting the assistance of the Hosted Café operations center.

**management group** - The basic organizational unit of a data management system.

**MediaAgent** - The software/server module that transmits data between clients and backup media. The MediaAgent manages the data that is stored on the media. This can be located on the client premise or hosted in Hosted Café data center.

**primary backup copy** - This is the first backup of the production data.

**primary storage** - Primary storage refers to data in active use from computer hard disks and/or volumes. Also referred to as production data.

**replication policy** - A centralized template through which configuration of replication sets/replication pairs within a management group can be accomplished. A replication policy consists of a common configuration for replication



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set and replication pairs that can be applied to target replication set/replication pairs within the management group.

**retention period** - The period of time for which a particular set of backup data has not exceeded its retention criteria. Once the retention period has elapsed and the data aging has been run, the data becomes unavailable for restores.

**RPO** – Restore point objective. The restore point is determined by your backup scheduling.

**RTO** – Restore time objective. The restore time is determined by the method and the amount of data being restored.

**secondary backup copy** - this is an additional copy of the primary backup copy. This also referred to as an AUX or auxiliary copy of the data. This is typically a copy created to be stored in a second location.

**snapshot vs. backup** - Storage snapshots can be a part of a larger backup strategy. Snapshots provide quick and easy access to data and can be leveraged by backup applications to enable features like instant recovery. While storage snapshot technology is a helpful supplement to a backup plan, it is not considered a full replacement for a traditional backup.

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