

**VERITAS™**

**KEEPING YOUR IMPORTANT  
BUSINESS DATA  
SAFE AND SOUND**

**A SMALL AND MEDIUM  
BUSINESS GUIDE TO**

- **DATA PROTECTION –  
ARE YOU COVERED?**
- **DATA RECOVERY –  
CAN YOU RECOVER?**
- **DATA MANAGEMENT –  
ARE YOU IN CONTROL?**





## INTRODUCTION

This guide has been created to help small and medium businesses through the complex and sometimes confusing world of looking after the data on Windows-based computer systems.

For many years the computer industry has been guilty of trying to treat small and medium organisations in the same way as they do large corporations with extensive IT departments. This has meant a lot of jargon and complex sounding solutions.

At VERITAS Software we recognise this is not helpful for organisations with limited budget and IT personnel resources.

This guide looks at the real dangers and potential impact to your business of inadequate protection for your computerised environment. It suggests clearly defined solutions which are cost effective, simple to implement and maintain, and which address specific problem areas.



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# ARE YOU COVERED?



THE SERVER'S DOWN AND YOU'VE LOST ALL YOUR DATA AND YOUR SOLITAIRE GAME. LUCKILY, WE HAVE A COPY OF THE GAME...

## ► How well does your current backup solution meet your needs?

**VERITAS Backup Exec™ for Windows Servers provides simple, reliable and easy to implement Microsoft Windows data protection**

Many organisations don't think about data loss until it happens. Whether customer records, accounting data, billing information or documents and letters, data loss can be devastating.

If you're not already using VERITAS Backup Exec then now is the time to start.

Backup Exec is the leading backup and recovery solution providing comprehensive, cost effective and certified protection for Windows server environments.

If you are constrained by limited resources then Backup Exec can help. Easy-to-use wizards simplify data protection and recovery procedures for any level user and any size network.

Combined with a complete family of high performance agents and options, Backup Exec offers the ease of use and flexibility to quickly protect server, desktop and laptop data, either locally or in remote offices.

- **Fast installation**
- **Simple, reliable and easy to use:** no need to recruit additional highly skilled personnel
- **Automated:** little operator intervention needed
- **Keeps applications online during backups**
- **Backup all the data to one central point:** no need for lots of new hardware
- **Fast data recovery**

# ARE YOU COVERED?



I DID BACKUP THE DATA ON MY DESKTOP - TO MY STOLEN LAPTOP!

## ▶ Loss of laptop and desktop data **WILL** impact productivity and **COST YOU** money!

**Automate the protection of locally stored files and emails simply and cost effectively by combining VERITAS Backup Exec™ for Windows Servers and the Desktop and Laptop Option**

In all organisations there is an enormous amount of extremely valuable data that is stored on users' local hard drives. More often than not that data never gets backed up.

When that data gets lost or if a laptop gets stolen then work stops. And you could be breaking the law.

VERITAS Backup Exec's Desktop and Laptop Option provides continuous protection and synchronisation for users that are in the office or on the road. It automatically copies user data to existing network shares or storage, enabling quick recovery or synchronisation of data by the administrator or the user in the event of data loss.

- **Extends data protection** to the desktop and laptop without new hardware or personnel
- **Reduces the burden on IT** by enabling end-users to restore their own files
- Automatically copies data to any existing Windows server
- **Affordable data protection and recovery for critical end-user data:** Avoids loss of vital customer information and correspondence from laptop and desktop users
- **Enables legal and regulatory compliance:** Protects the data that the law or industry regulations require you to retain. Recall important emails and documents when needed in legal disputes
- **Inexpensive** to implement and manage

# ARE YOU COVERED?



...BUT IS THIS THE BEST  
WAY TO SEND DATA BACK  
TO HEAD OFFICE?

- ▶ **Have you thought about how you're going to protect the data in your remote offices? Local expertise and backup devices don't come cheap!**

**VERITAS Backup Exec™ for Windows Servers and VERITAS Storage Replicator™ enables automated protection of remote offices by copying data to head office**

While most organisations invest heavily on protecting their headquarters' data, the protection of remote office data is often overlooked.

It can prove costly and difficult. You may not have sufficient skilled IT personnel to backup that remote data and a tape device for every location would be an expensive solution. VERITAS Storage Replicator for Windows overcomes these problems. By copying data to headquarters that data can be backed up centrally, saving on resource and money. If you do want to be able to back up those locations locally then the VERITAS Backup Exec Admin Plus Pack Option will simplify deployment and improve management of remote offices.

- **Cost Effective:** Centralising the backup at one location is a far more cost-effective way to protect remote offices. You don't need to have skilled IT staff at every location or tape drives to backup to.
- **Centralised Management:** You can manage the whole process from your desk
- **Automated:** Set up the replication of data to the headquarters and it will get backed up. It saves you time and gives you the confidence that you can backup and recover all your data

# CAN YOU RECOVER?



JUST ONE MORE LABOUR,  
HERCULES – RESTORE  
OUR ENTIRE SERVER  
FROM BACKUP...

- **Have you ever tried restoring a server from a backup? Labour intensive, time consuming and error prone would be an understatement!**

**VERITAS Backup Exec™ for Windows Servers and Intelligent Disaster Recovery Option enables affordable, automated and fast recovery of Windows servers**

Getting a server back up and running can be arduous – especially when you're under pressure. It may look something like this:

1. Reload OS from CD-ROM or floppy
2. REBOOT
3. Reload Backup Software from CD-ROM
4. REBOOT
5. Load recovery tape and restore system
6. REBOOT



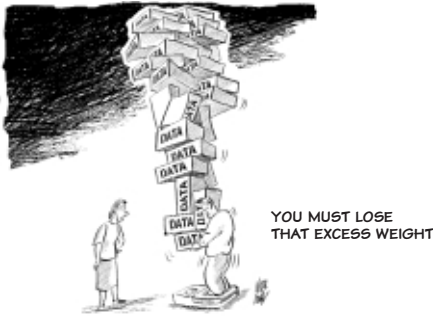
As well as needing highly skilled personnel to rebuild and reconfigure the server, the whole process can take hours or even days.

VERITAS Backup Exec and the Intelligent Disaster Recovery Option enable you to implement a server recovery solution for both local and remote Windows servers. It eliminates the need to first reload and reconfigure the entire operating system, doing everything as part of one process.

Using Intelligent Disaster Recovery can save hours on the recovery of downed servers automating the whole process and then restoring from the most recent backup.

- **Affordable and cost-effective:** Saves time and money on man hours and there's no need to hire additional skilled personnel
- **Automated for easy, reliable, error-proof Windows server restores:** No need for highly skilled technicians
- **Works fast:** Gets you back in business very quickly

# ARE YOU IN CONTROL?



- ▶ **Escalating storage costs and painful recovery times? If you're not worried about what's being stored on your servers, you should be!**

**Use VERITAS StorageCentral™ to analyse and significantly reduce the data on your servers**

Today's enterprises can easily fall victim to runaway storage growth and unnecessary storage costs.

While it is important to retain business critical data, vast amounts of storage becomes cluttered through careless storage habits, data sharing through e-mail and the Internet, and the digitisation of media such as music, graphics, and video.

An organisation is responsible for what's stored on its servers. With effective controls, reduce the risk of violating piracy laws and be less susceptible to viruses. Uncontrolled storage can cause server outages, waste network bandwidth, drag backups, and consume the valuable time of your IT personnel.

- **Protect your organisation from legal exposure:** VERITAS StorageCentral enables you to identify, remove and dynamically block problem file types that jeopardise security, integrity and performance
- **Dramatically improve backup and recovery performance** as a result of eliminating non-critical data such as MP3 files
- **Reclaim disk space and reduce tape expenditure:** Eliminate wasted storage space and make big savings on backup tape or disk costs
- **Simple and cost effective management:** Manage your entire storage environment from one central location and drastically reduce the administrative overhead

# ARE YOU IN CONTROL?



- ▶ **Managing storage costs time and money – are you spending hours managing every server?**

**VERITAS Storage Foundation™ for Windows simplifies managing storage, reduces downtime and improves storage capacity utilisation**

Traditional disk storage management is a labour intensive process, often requiring systems to be taken offline for hours at a time. This is costly and stops your users from working.

VERITAS Storage Foundation *for Windows* overcomes the obstacles of traditional disk management by allowing you to add storage, grow storage and manage storage all while the system is still running. You can manage all your storage from all your vendors from a single, easy-to-use interface.

And by getting more use out of your existing storage it's not just administrative costs you save – you save money on hardware too.

- **All storage from one console:** Storage Foundation gives you one consistent way to manage all the different storage from different vendors. No need for multiple personnel with multiple skills
- **Administer storage with little or no downtime:** System downtime costs money. Adding storage normally means stopping the server and a lot of downtime. Now you can do it while the application is still running. Whether adding storage or migrating data, do it without downtime. And you can even combine different disks from different vendors
- **Pool all your storage from all your vendors with a single view:** Most organisations utilise less than half their storage capacity, which is inefficient. Creating a central pool of different storage from different vendors boosts efficiency dramatically
- **Affordable:** at a low cost of entry you can get these benefits now

# ARE YOU IN CONTROL?



AND WHEN DID YOU  
LAST SEE YOUR DATA?

## ► New laws and regulations state that you have to keep data longer – can you manage that?

**VERITAS Data Lifecycle Manager™ enables you to index and archive all your data – from cradle to grave**

All your data has a value throughout its life and now with tighter regulations for keeping data and being able to retrieve it when required, managing it can be a nightmare. If you don't have an effective system then you could end up in trouble.

VERITAS Data Lifecycle Manager™ (DLM) is designed to take away that pain. It gives you the ability to create policies for archiving data for differing retention periods. It will also index your new and existing data for easy search and retrieval.

If you have data that the auditors say you have to keep, but you never need look at, does it need to take up space on your servers? DLM can help to by storing that data on the most appropriate storage medium in your environment – saving you money.

- **Stay legal with automatic policy-based data retention:** With all the different rules and regulations for archiving of data, DLM ensures that you don't break the law, by managing the archiving of data, based on differing needs
- **Retrieve the data when needed – indexes all data old and new:** Provides an auditable trail of data throughout its life to prove auditory requirements are being met
- **High-speed retrieval of all archived data with powerful searching:** When there's a knock on your door and you need to get the data back fast, powerful indexing and searching capabilities make this possible
- **Increases efficiency and utilises all storage media based on value of data:** Archives the data on the most appropriate storage type meaning the most performant storage is kept for the most critical data, thus lowering storage costs

# MAKE CONTINUOUS SAVINGS

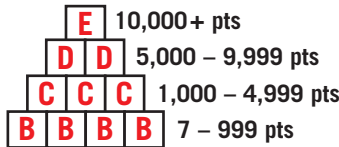
## ► How can you make continuous savings?

### Did you know you can reduce the cost of all your VERITAS purchases by joining the VERITAS License Program (VIP)

The VIP program is a points accumulation plan. Points are awarded based on the quantity and type of VERITAS products purchased. There are four tiers – B to E – that allow you to accumulate points within the plan.

- Get rewarded for every purchase
- Saves you money
- Makes tracking and auditing software usage easy
- Lets us keep you informed of what's new with VERITAS

The diagram below shows the four tiers and the amount of points necessary to reach each level.



Each VERITAS product is worth a designated number of VIP points. For specific point values, please contact your sales representative.

VERITAS tracks point totals cumulatively on an annual basis. Total points are accumulated for a period of up to two years. In the calendar year, the total points accrued are those earned during the previous year and any points earned in the current calendar year. This re-evaluation process is repeated at the end of each year.

# MAKE CONTINUOUS SAVINGS

► **Are you limited by in-house resource and expertise?  
VERITAS Support can help**

**Purchase VERITAS maintenance with your products for WORLD CLASS SUPPORT and FREE UPGRADES for every new release**

For businesses to derive maximum benefit from our software products, they need to have access to a full range of proactive, customer-driven support services. No matter where in the world you are, VERITAS Technical Services is available to you. Our eight globally distributed support centres use the latest available technology to track communications and responses to issues.

VERITAS Technical Services helps customers to maintain their data availability with three groups of services: contract support, incident support, and electronic self-help support.

- Resolve problems faster
- Increase productivity through problem avoidance
- Get the latest software updates
- Get free software upgrades to new releases

# MAKE CONTINUOUS SAVINGS

## ▶ What education is available to help you get more from your VERITAS solutions and make your job easier?

VERITAS Education wants makes it easy for you to get the education and skills needed to get your job done. VERITAS Education delivers training to you in the context you need, at convenient locations, with schedules that suit your requirements. Available training methods include:

### **eLearning Training**

VERITAS Education online or CD-ROM eLearning courses let participants study and absorb the material at their own pace. They are an effective way to learn the concepts and basics of VERITAS data availability technology or refresh previously acquired skills.

### **Webcast Training**

Attend a VERITAS Education webcast and eliminate travel time and costs. Our webcasts combine self-study eLearning, web conferences (for interaction and demonstration), and lab exercises you can perform on your own.

### **Virtual Academy**

Convenient, cost effective, and critical, distance learning is a powerful training tool that is able to reach dispersed learner populations effectively and efficiently. With the Virtual Academy you can support your just-in-time training requirements without taking personnel out of the office.

### **Instructor-Led Training**

Every quarter, VERITAS Education offers more than 400 courses at more than 24 locations. You can be sure to find the course you need in a practical location at a convenient time.

### **Onsite Training**

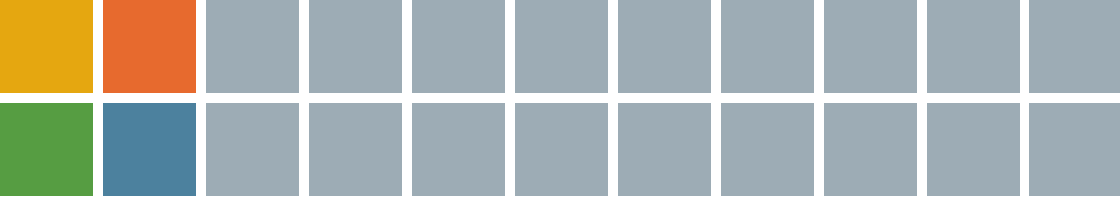
Many organisations have existing education facilities and resources. VERITAS Education helps you leverage that investment with courses at your training location.

### **Mobile Academy**

This option brings the content, training infrastructure, and experienced instructor for most VERITAS courses to virtually any location that you could specify.

### **Dedicated Training**

All of VERITAS Education's training locations are available to you for dedicated courses for your organisation.



## **Backup Exec Certified Specialist Program**

As a member of the VERITAS Certified Professional community, you'll be recognised by the industry and your peers. The VERITAS Certified Professional Program is designed to ensure that IT professionals possess consistent, high-performance technical problem-solving skills, enabling them to efficiently manage their storage enterprise environments utilising VERITAS Software.

To find out more visit [www.veritas.com/education](http://www.veritas.com/education)



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VERITAS™