Office of the Government Chief Information Officer
The Government of the Hong Kong Special Administrative Region

dimension
data

OneCloud Backup and Recovery Service

Dimension Data Hong Kong

13 December 2012

Agenda

OneCloud Service Overview

OneCloud Backup and Restore Service (Category C)

Professional Service

Connectivity

Dimension Data today

2011 global revenues of **US$5.8 billion**

NTT Group
Acquired by NTT Group in 2010

Client-centric, **services focused business**

Extensive experience in **emerging markets**

78% of Global Fortune 100 and **59%** of Global Fortune 500 are Dimension Data clients

Over **14,000 employees** with operations in **51 countries** across **5** regions

Over **6,000** clients across all **industry sectors**, including **financial services**, **telecommunications**, **healthcare**, **manufacturing**, **government** and **education**

Dimension Data Cloud Services Portfolio

Compute Services

- Public Compute-as-a-Service
- Private Compute-as-a-Service
- Hosted Private Compute-as-a-Service
- Provider Compute-as-a-Service
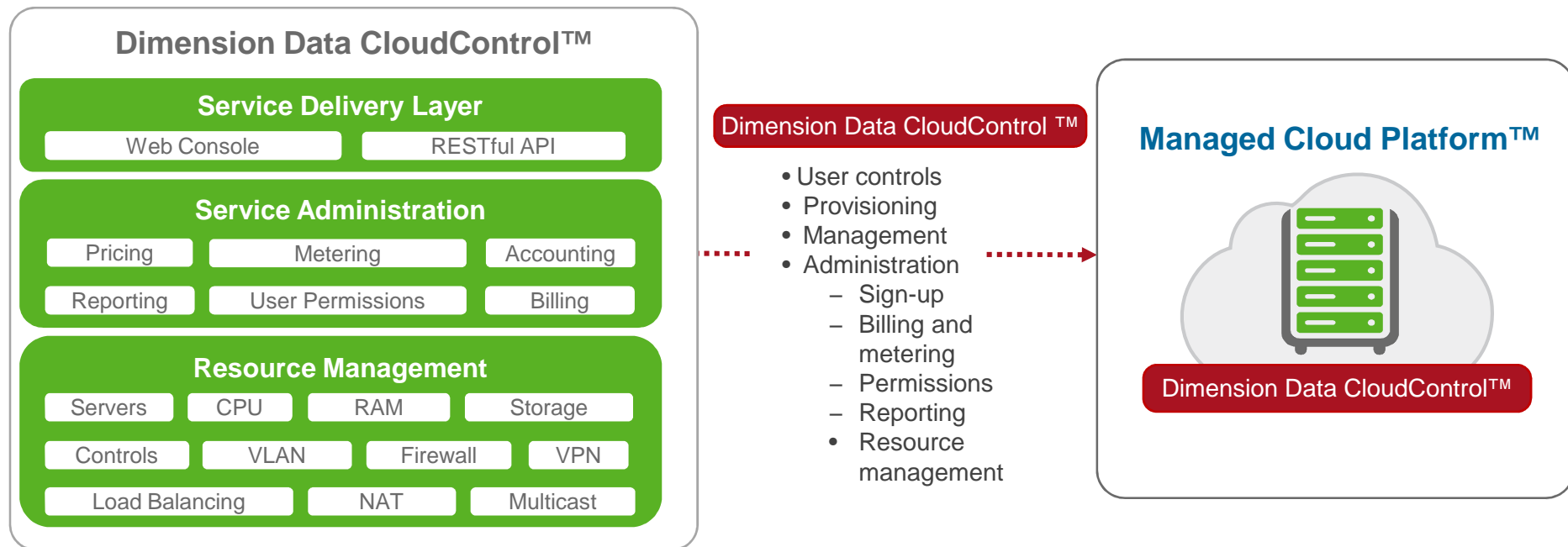- Managed Hosting

Advanced Cloud Services

- Security Services
- Backup & Disaster Recovery Services
- Virtual Desktop Services

Application Services

- Complex Web Hosting (SaaS)
- Hosted Microsoft Exchange
- Hosted Microsoft SharePoint
- Hosted Microsoft Lync

Dimension Data CloudControl™ cloud management system

Addresses the complexity of cloud orchestration, provisioning and billing
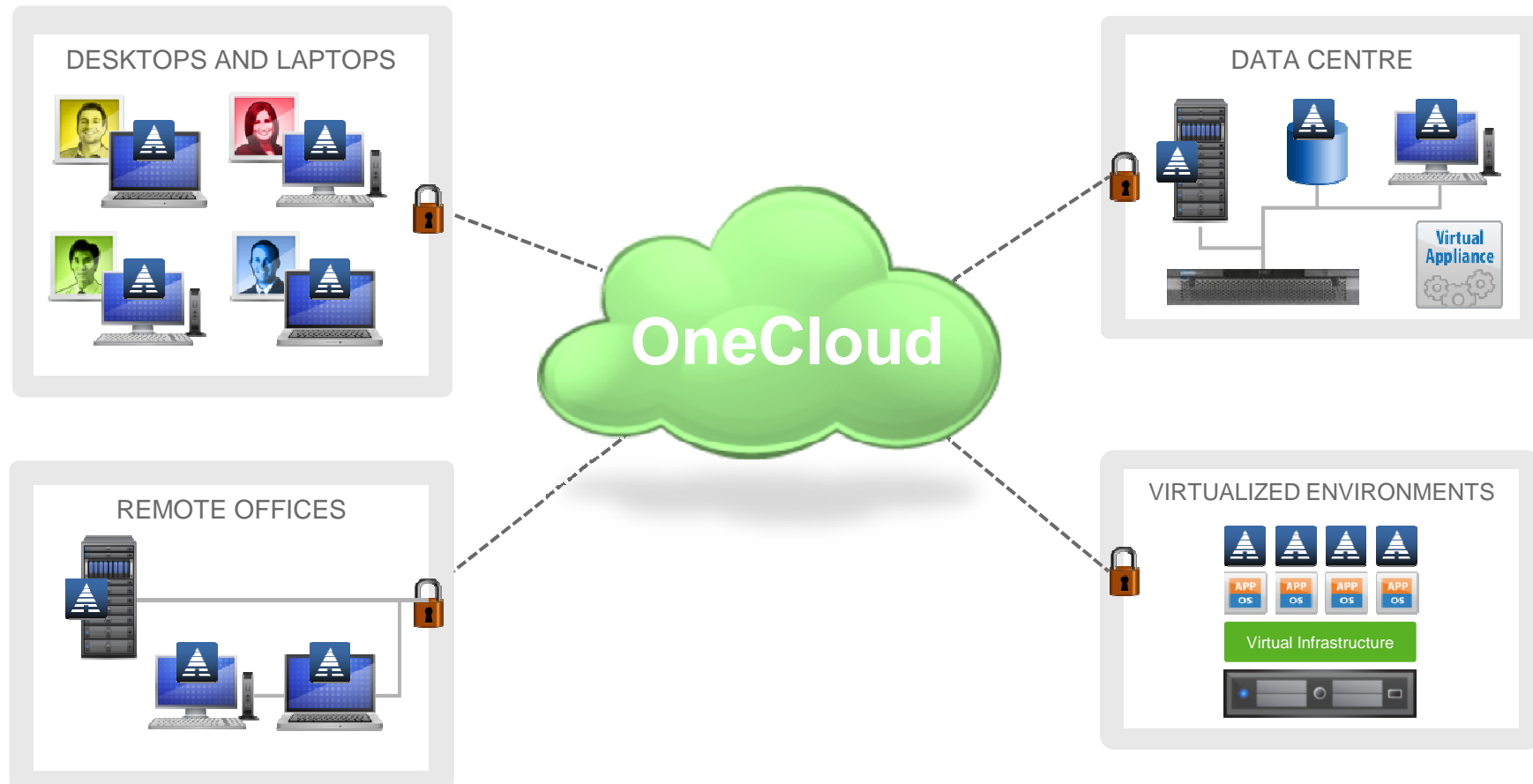
Dimension Data CloudControl™

Service Delivery Layer

Web Console	RESTful API

Service Administration

Pricing	Metering	Accounting
Reporting	User Permissions	Billing

Resource Management

Servers	CPU	RAM	Storage
Controls	VLAN	Firewall	VPN
Load Balancing	NAT	Multicast	

Dimension Data CloudControl ™

- User controls
- Provisioning
- Management
- Administration
  - Sign-up
  - Billing and metering
  - Permissions
  - Reporting
- Resource management

Managed Cloud Platform™

Dimension Data CloudControl™

Dimension Data CloudControl™ – Cloud management system

Orchestration   Administration   Billing   Provisioning   Management   Support   Federation

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Functionalities of OneCloud Backup and Restore Service
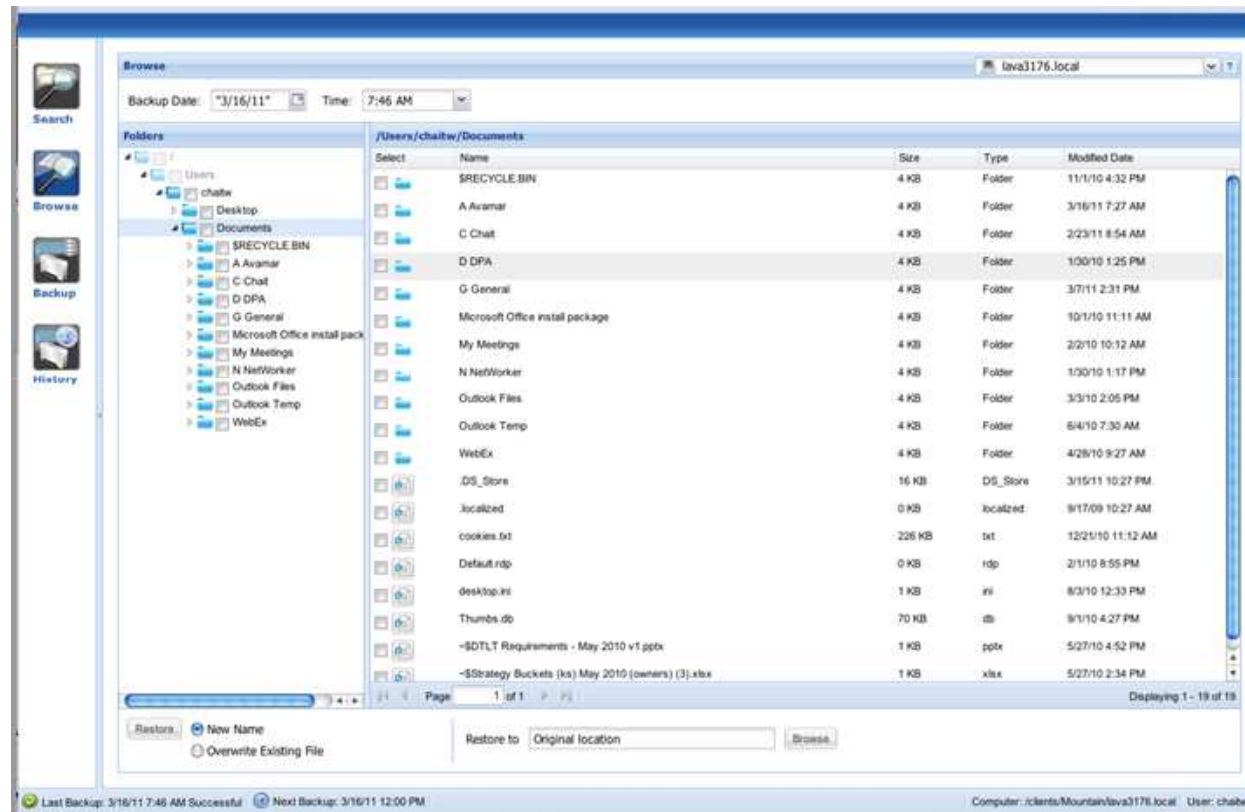
- Backup and Restore of data over the Internet

- Provide configurable schedule backup

- Support full backup and increment/differential backup

- Support data backup in compressed mode

- Provide encryption of backup data to ensure data security

- Provide integrity checking of backup data integrity

- Support backup of common databases, mail systems and file systems

- Provide multiple versions of backup

- Provide service availability for month: 99.5%

- Provide encryption for stored data

- Support two-factor or multi-factor authentication

DESKTOPS AND LAPTOPS

DATA CENTRE

OneCloud

REMOTE OFFICES

VIRTUALIZED ENVIRONMENTS

Virtual Infrastructure

OneCloud Backup and Restore Service User Interface

- Web-based

- File search engine

- Self-service

OneCloud Backup and Restore Service
Supported Operating Systems and Applications

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Client Operating Systems Supported

- Apple Macintosh OS X 10.5.x, 10.6.x, 10.7.x
- CentOS 4, 5, 6
- Debian 4, 5, 6
- Free BSD 6.2, 8.2
- HP-UX 11.0, 11iV1, 11iV2, 11iV3
- IBM AIX 5.2, 5.3, 6.1, 7.1
- Microsoft Windows 7 Professional, Enterprise, Ultimate
- Microsoft Windows Vista and XP
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2003 Standard and Enterprise
- Red Hat Enterprise Linux (RHEL) 4, 5, 6
- Red Hat Enterprise Linux (RHEL) 5.4 on zLinux
- NetWare 6.5
- Novell Open Enterprise Server (OES) SP2, OES 2
- Oracle Enterprise Linux 5, 6
- SCO OpenServer 5.0.5, 5.0.6, 5.0.7
- SCO UnixWare 7.1.3, 7.1.4
- Solaris 9, 10, 11
- Solaris 10 with Solaris Clusters
- Solaris 10 with VCS
- SUSE Linux Enterprise Server (SLES) 9, 10, 11
- SUSE Linux Enterprise Server (SLES) 10SP3 on zLinux
- Ubuntu 10, 11

Application Modules

- EMC NDMP (Celerra DART 5.5, 5.6, 6; VNX OE for File 7.0)
- IBM DB2 9.1, 9.5, 9.7
- IBM Lotus Domino 6, 7, 8, 8.5
- Microsoft Exchange 2003, 2007, 2010
- Microsoft Office SharePoint Server 2007, 2010
- Microsoft SQL Server 7.0, 2000, 2005, 2008, 2012
- NetApp NDMP (ONTAP 6.5, 7.0.4, 7.0.5, 7.0.6, 7.1x. 7.2, 7.3.x, 8)
- Oracle 9*i*, 9.2, 10, 10*g*, 10*g*R2, 11*g*, 11*g*R2
- Oracle RAC
- SAP 7.0, 7.1, 7.2
- Sybase 15.0.x, 15.5.x

Virtualized Infrastructure

- Microsoft Hyper-V Server 2008 R2
- VMware vSphere (ESX/ESXi) 4.X 5.X

# OneCloud Backup and Restore Service Reference Case

Background

- Australian Financial Services Company
- Have regional offices and branch offices across the country
- Regulatory Requirements on Data Protection

Dimension Data solution

- Provide OneCloud Backup and Restore Service for customer's data protection
- Support regional offices, branch offices and offsite users' backup for desktops and laptops

OneCloud
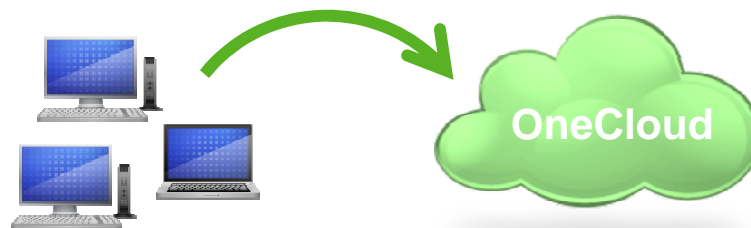
Benefits

- Meet regulatory requirements on data protection
- Protect all desktops and laptops in the offices and on the road
- Provide encrypted data protection through internal network or Internet connection
- Full backup everyday facilitates easy and efficient self-recovery by end-users
- Average backup time takes less than 20 minutes per desktop/laptop
- Lower IT department admin/support effort

Service Team

- Service Manager

- Service Specialist

Services

- Service Management
- Setup, Configuration and Support Service

Service Scope

- Service Management
  - Plan and schedule the engagement's consultation, facility installation, and configuration tasks.
  - Resolve conflicts and crisis, follow up all outstanding issues with all related parties, initiate corrective actions as appropriate, provide recommendations for all issues raised during the entire work assignment life cycle, and pro-actively work with the sub-project teams, contractors and other necessary parties to formulate solutions.
  - Oversee and monitor the progress of various activities during the work assignment life cycle to ensure that these activities are completed according to the implementation schedule and meeting the work assignment requirements.
  - Ensure that all agreed solutions/products are produced to the required level of quality and are delivered on time and within budget.
  - Plan and managed adequate resources leading to the deployment of the required services.

- Setup, Configuration and Support Service
  - Setup, configuration and support of the normal operation of the Public Cloud Services
  - Collect and analyze detailed user requirements, recommend the details of the required services are recommended to users
  - Prepare comprehensive system testing and user acceptance and conducted on the deployed services
  - Provide appropriate technical advice to users on using the deployed services

Internet Connection Service

- Dedicated Internet Access 10M

- Dedicated Internet Access 20M

- Dedicated Internet Access 50M