



## CloudHPT DRaaS Sales Guidelines

**CloudHPT** is a Cisco Powered Cloud launched in the UAE in 2013 and serving the Middle East Region. It is owned and operated by BIOS; a Cisco Gold and Master Managed Services Provider who have a 15 year pedigree in end to end data-center and cloud solutions. **CloudHPT** offers customers Cisco Powered Managed Cloud services such as infrastructure as a service, disaster recovery as a service and backup as a service.

For Disaster Recovery as a Service (DRaaS) please follow these simple guidelines when positioning the technical solution with customers. At the bottom of this sheet you will find a good comparison matrix versus our competition. Use these to your advantage when presenting the solution.

### Technical capabilities of DRaaS

DRaaS is designed for virtual workloads. Today we support natively VMware and HyperV. For this to work we need the following:

VMware – ESXi 4.1 with vCenter license minimum.

HyperV – System Center VMM license required for all hosts.

Veeam

If the customer has Veeam in place we can leverage their local installation of Veeam to provide asynchronous snapshot replication to the cloud or online backup. Both over the internet using cloud connect or via a private MPLS network if the workloads is huge (100+ servers).

Bandwidth

We need a dedicated 100mbps ADSL line for smaller workloads ( $\leq 50$  VMs) with VPN capability. For larger workloads consider offering MPLS to either Abu Dhabi (Etisalat network) or Equinix (Du network).

Storage

Customer needs to have enough storage on the production site to take a snapshot in VMware before replication can occur. This means we require at least 50% usable disk capacity on the production storage array.

Both replication technologies do not support pass-through disks or physical RDM's – please check the customer does not have either of these in their environment.


Physical server host based replication supported

The following mechanisms are supported, we do not support any other solution.

- Microsoft Active Directory – AD replication
- Microsoft Exchange – DAG version 2010 onwards
- Microsoft SQL – Always on availability clusters version 2012 onwards
- Oracle DB – Golden Gate or Data Guard only

All of the above replication technologies may require professional services and/or licenses purchasing and need to be technically verified before you quote the customer.

### Comparison of key features for small to mid-sized enterprise versus HyperScale Clouds (Azure, AWS, IBM Softlayer etc)

Feature		HyperScale Provider
Low latency internet connections for Middle East	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cisco authorized network features, customizable environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer has access to local cloud engineering team for planning/troubleshooting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
RPO of 10 seconds, RTO of 30 minutes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Monthly Management Reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Full System Monitoring and Alerting 24/7 with proactive maintenance workflow	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operating System Patching as a service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to do in-Cloud Disaster Recovery to different datacenter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Automatic Failover for internet links using BGP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

2 factor authentication included FOC for secure access	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ISO 27001 for data-security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hosted in-UAE to comply with data sovereignty (GCC Safe Harbor)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hosted Microsoft Services including licensing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fixed pricing model with no hidden charges	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Optional physical server and appliance hosting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Single Provider solution with on premise Managed Service offering	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Zero-Touch service onboarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Open DRaaS platform supporting multiple replication technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Support for multiple hypervisors (e.g. Oracle VM, HyperV, VMware)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

HyperScale clouds offer a scalable cloud platform ideal for development houses or enterprises with large IT teams, due to the complex array of offerings provided to the customer. The pricing model is based on utilization and therefore to get the most out of it you require an infrastructure team to manage, monitor and optimize the platform. They do not cater well for latency dependent applications or disaster recovery due to their distance from the UAE.

**CloudHPT** offers customers a fully managed platform designed for business. We take care of the back ground infrastructure management, focusing on providing high-performance and reliable services to our customers so they can focus on their business priorities.