

# Arcserve® UDP Cloud Hybrid

## Cloud Data Protection for Total Business Continuity

Arcserve UDP Cloud Hybrid empowers organizations to complete their data protection strategy with a seamless, integrated cloud backup, disaster recovery (DR) and business continuity solution. It ensures that your critical systems and data are fully protected and available off-site so that your business can remain “always on.” Simply connect your Arcserve Unified Data Protection (UDP) platform to the Arcserve Cloud and go!

### Q. What can I protect with Arcserve UDP Cloud Hybrid?

- A. With Arcserve UDP Cloud Hybrid, you can implement reliable, off-site backup and disaster recovery solution for your:
- Existing Arcserve UDP software or appliances
  - Office 365 emails (Exchange Online)
  - Office 365 SharePoint Online

### Q. Where is Arcserve UDP Cloud Hybrid available?

- A. Arcserve UDP Cloud Hybrid is available worldwide.

### Q. What components does Arcserve UDP Cloud Hybrid consist of?

- A. The primary components of Arcserve UDP Cloud Hybrid are:
- **Cloud storage** to store copies of your backups in the reliable off-site location
  - **Cloud hypervisor** to run virtual machines – copies of your on-site systems – in case of disaster
  - **Arcserve UDP Recovery Point Server (RPS)** for you to replicate your existing on-premises backups to the cloud and to back up your Office 365 mailboxes and SharePoint instances.

### Q. Does UDP global source-side deduplication apply to Arcserve UDP Cloud Hybrid?

- A. Yes – your backups are stored compressed and deduplicated, allowing you to protect more data and systems and implement longer retention strategies.

### Q. Can I back up my systems directly to the Arcserve Cloud?

- A. You can back up your systems directly to the Arcserve Cloud with Arcserve UDP Cloud Direct. Arcserve UDP Cloud Hybrid is designed to complete Arcserve UDP software and Arcserve UDP appliances with reliable off-site data protection and disaster recovery solution and to protect Office 365 emails and SharePoint Online.

### Q. Can I store only part of my data/backups in the Arcserve UDP Cloud Hybrid?

- A. Yes, you can decide which UDP plans include “Replicate to remote RPS” task, copying data to the Arcserve Cloud.

### Q. Can I back up files and folders from my workstation directly to the Arcserve Cloud?

- A. You can back up files and folders directly to the Arcserve Cloud with Arcserve UDP Cloud Direct. Arcserve UDP Cloud Hybrid utilizes image-based technology, powered by enterprise-class, source-side deduplication, and is designed to deliver off-site protection for data backed up with Arcserve UDP software, Arcserve UDP appliances, and for your Office 365 emails and SharePoint Online.

### Q. Can I have different retention periods in the cloud and on-premises?

- A. Yes, absolutely – you can define any retention policy to suit your business requirements and store the data in the cloud for as long as it is required.

### Q. What can I do with Arcserve UDP Cloud Hybrid?

- A. With Arcserve UDP Cloud Hybrid, you can:
- **Replicate** your existing backups from your on-premises Recovery Point Server (RPS) to the RPS in the Arcserve Cloud, like you would do between any RPS instances.
  - **Protect** your Office 365 mailboxes and SharePoint Online instances.
  - **Run** virtual machines – copies of your on-site systems – in case of disaster.
  - **Access** UDP console in the Arcserve Cloud to manage the backup data.

### Q. Where are the Arcserve Cloud data centers located?

- A. Arcserve continuously expands its data center network to offer better services to all customers. Currently, Arcserve has data centers in the Manchester, UK and California, with a data center in Minnesota coming soon.

**Q. How secure is my data in the Arcserve Cloud?**

A. Your data is secured with strong AES 256-bit encryption applied at rest and in-flight. You can manage the encryption keys in your Arcserve UDP console.

**Q. How safe is my data in the Arcserve Cloud?**

A. Your data stored in the Arcserve Cloud data centers – some of the safest and impenetrable facilities in the world, located in unmarked buildings, and protected by biometric security, CCTV cameras, security guards, mantrap entries and motion detection systems.

## DISASTER RECOVERY

**Q. What virtual machines can I run in the Arcserve Cloud for Disaster Recovery?**

A. Arcserve UDP Cloud Hybrid provides for nearly limitless flexibility of virtual machine configurations to suit the needs of your environment. You can select any RAM capacity (in 4GB increments), any number of vCPUs, as well as the storage for your VM disks. Our experts will help you ensure that your subscription can accommodate your needs and expand your subscription to match the growth of your infrastructure.

**Q. How quickly can I gain access to my virtual machines in the Arcserve Cloud?**

A. Arcserve Cloud is designed to drastically reduce your RTOs and RPOs, providing immediate access to your virtual machines on-demand.

With Virtual Standby, you can achieve maximum application performance, as the VM is always available, being maintained up-to-date with the latest backups.

Instant VM reduces your cloud storage capacity usage, as the VM is created on-demand and the disk data is provided on-the-fly directly from your backups.

Both technologies allow you to start the VMs immediately, without waiting for rehydration or recovery to complete.

Note, the RAM capacity you have purchased for your Disaster Recovery is reserved for your use and is always available.

**Q. How do I install Arcserve UDP Cloud Hybrid?**

A. As for any cloud service, you don't need to install Arcserve UDP Cloud Hybrid. Upon activation of your subscription, you will get:

- Credentials to access your Arcserve UDP Cloud Hybrid console
- Instructions for connecting your existing Arcserve UDP to Arcserve UDP Cloud Hybrid
- Guidance on how you can protect your Office 365 emails and SharePoint online

## LICENSING

**Q. How is Arcserve UDP Cloud Hybrid licensed?**

A. Arcserve UDP Cloud Hybrid offers the industry's easiest annual subscription licensing with just two primary components:

- **Storage** for backups and cloud virtual machines for disaster recovery, offered in 1TB increments
- **RAM** for running virtual machines during disaster recovery, available in 4GB increments

For each 4GB of RAM you will get 1 vCPU to assign to your cloud virtual machines. Additional services, including always-on Active Directory Domain Controllers and public IP addresses are also available.

**Q. Are there any additional charges during the subscription period?**

A. No, there are no additional charges for your cloud backup and disaster recovery.

**Q. What do I do if I need more storage / RAM resources?**

A. To get more storage / RAM, simply contact Arcserve Sales or your preferred Arcserve reseller, who will help expand your subscription to match the growth of your infrastructure.

**Q. Can I cancel my Arcserve UDP Cloud Hybrid subscription and get my data?**

A. While it would be strongly advised to continue protecting your data and systems off-site, you can contact us to discontinue your subscription. Arcserve Support will help you get a full copy of your data.

For more information on Arcserve, please visit [arcserve.com](http://arcserve.com)