# We assist our customers with professional SEP Services

For companies competent support and functional adapted solutions are mission-critical.

# SEP Services in the Chillout Summer:
## PreSales Service - Health Check -DemoSupport



Enterprises need to take precautions to be safe from network failure and other risks to minimize loss of revenue or reputational damage through an approriate business continuity concept and services. Don't fret and rely on solid knowledge of vendors like provided with SEP services.

There are many reasons why SEP data protection solutions and services are valuable.

With our motto „**Chill out your data is safe**" we underline our companies mission „**To protect what you have achieved to free your mind and focus on your future**!". Purposive consulting, analyse and conception are important services for the selection and implementation of a backup software.

### High performance through adapted software functions
The SEP sesam backup and recovery software is adapted to the needs assessment. SEP products therefore are not available off-the-shelf. This is a key factor of the successful data protection & restore with SEP sesam.

**Request your consultation-**

**3 month Demo Version & Support!**

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# SEP Services in the Chillout Summer:
# PreSales Service in 4 steps

## 1. Whats the state of data protection today? We identify current situations:
-> **Understand the current situation and needs**
-> **Discuss possible improvements and plans**

## 2. What are the requirements?
-> **Service Level Agreements (SLAs): RTO/RPO**
-> **Compliance (e.g. GDPR, privacy shield, BSI etc.)**
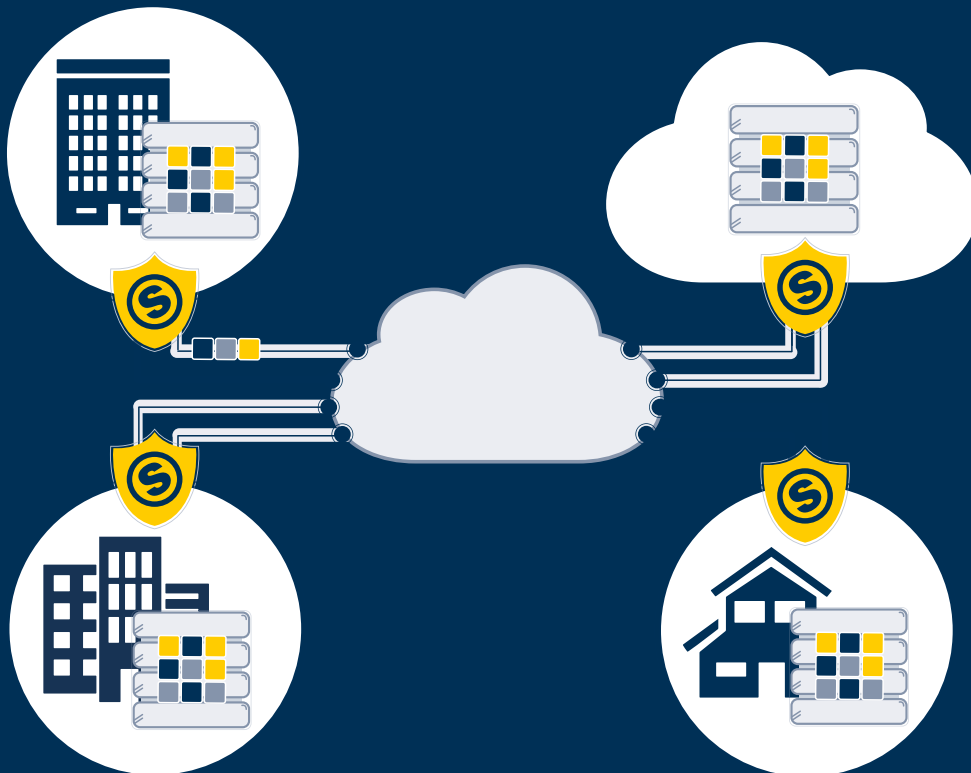
## 3. Best Practise of backup concepts are outlined:
-> **Rules of concept:  Strategy„Best Practices" available at the SEP Wiki**
-> **Ransomware Protection „Best Practices" available at the SEP Wiki**

-> **Performance inspections**
-> **Data classification**

## 4. Which realization measures are available with SEP sesam?
-> **Topics (e.g. deduplication, cloud, security, etc.)**

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# SEP Services in the Chillout Summer:
# Health Check

## Analysis of the current backup strategy

Backup Hardware
- -> Firmware Disk Controller, FC Adapter etc., Device Server
- -> Firmware tape changer, tape drives
- -> Connection to SAN, ISCSI, NFS, CIFS, etc.

**Operation system device server**
- -> OS Patches
- -> Current drivers for backup hardware (tape drive, tape changer) of the producer at Windows
- -> Latest driver for relevant adapter cards from the producer (FC, Disk Controller etc.)

**Analysis of general parameters**
- -> Defective backups / migration reasons
- -> Uptimes/ flowrate of backup / migrations
- -> Levels DataStores
- -> Performance tests through test backups into the NULL device, local and through network onto the NULL device of the device servers (following performance problems)
- -> Current sesam versions

**Analysis of conceptional aspects**
- -> 3-2-1 rule: number of copies of the backup data, location, access (ransomware)
- -> Sesam server / RDS members of an AD domain, system shares... (Windows)
- -> Is all necessary data saved?
- -> Priorities for restoration (probable frequency, granular oder overall)
- -> Necessity for all data B2D and then onto tape or even directly onto tape
- -> Rotation cycles (how often does the data needs to be saved)
- -> Storage times (GDPR)
- -> Evaluation of time dependencys

## SLA analysis for interested parties - Not SEP sesam customers

- -> Backup time, storage times, recover point objective (RPO), recover time objective (RTO), disaster recovery concepts

## Final report and recommendations for optimisation

- -> Adjustment of key parameters to eliminate mistakes
- -> Audit to determine optimisations points in the infrastructure
- -> Possible redesign of time control, adaptation of job configurations
- -> Possible adaptation of retention policies
- -> Possible horizontal scaling or vertical scaling

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# SEP Services in the Chillout Summer:
## Arguments for Professional Services!

**Is the backup environment future-proof or are there still opportunities for improvement? With the Health Check of the data protection environment, we examine the backup and recovery strategy for risks and opportunities.**

The implementation of a successful data backup is becoming more and more business critical, but also more complex. The volumes of data to be managed are growing continuously, as well as legal requirements for data retention. The time frames in which a backup can be created without disrupting operational processes are becoming shorter and shorter. At the same time, it is also becoming increasingly important to protect backed-up data from ransomware and cyber attacks!

## SEP Expert Knowledge easy accesible!



In the SEP Youtube Channel and on the Knowledge OnStage platform, we provide relevant expert knowledge about specific environments and functions.
Also the well-organized WIKI makes it easier for admins to use the software.

Current live trainings and webinars can be found on our SEP News page.
Benefit from the opportunity to directly interact with our trainers and experts.

**You are interested in an individual consultation? Please contact us!**

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