



DATA RESTORATION SERVICES

YOUR IT DEPARTMENT'S GUIDE
TO CHOOSING A VENDOR

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EXECUTIVE SUMMARY

Look around you. There are changes happening in your organization—whether they are large or small. Perhaps your company is in the middle of a merger or acquisition, or maybe your IT department is considering moving the majority of its storage into the Cloud. You need to know that you have a reliable vendor on-hand to provide fast, reliable data restoration services to help you merge data from different locations, consolidate your data center or move from tape to cloud storage.

With increases in archive tape, backup teams are spending more in money and resources to maintain legacy environments they only occasionally access.

Typically, backup teams are not resourced to perform restoration services beyond normal data recovery. So, what makes a great data restoration services provider? A process to restore data on demand, that is defensible, auditible and repeatable, at a predictable cost, but without the complexity or expense of maintaining infrastructure.

Read the guide to find out more.

WHEN WILL I NEED DATA RESTORATION SERVICES?

Unsure if you're actually in need of restoration services at this time? Ask yourself the following questions:

- › If you had to restore and extract data - do you know what tape or tapes that data is on, and could you restore that data today?
- › Are you maintaining legacy backup environments to restore archive media?
- › How do you restore archive media today?
- › Do restoration requests take away from your daily activities?
- › Have you any plans or already upgraded your backup environment (cloud, disk, software)?
- › What if there was a solution that allowed you to eliminate your existing legacy infrastructure?
- › Do you want to move to a new or different technology but don't know the best way to eliminate your old tape and tape infrastructure?
- › To what extent would a major data restoration project impact your core daily activities?

34%

OF COMPANIES FAIL TO TEST THEIR TAPE BACKUPS



77%

OF THESE COMPANIES HAVE SEEN THEIR BACK-UP FAIL



DATA RESTORATION SERVICES SHOULD BE ON YOUR MIND IF YOU ARE:

- interested in moving some or all of your data to a new storage medium (i.e. the Cloud)
- in the final stages of a merger or acquisition
- currently dealing with an e-discovery request that must be filled quickly and defensibly
- able to verify you could get access to all of the data you need in the event of an e-discovery request in a timely manner
- in possession of multiple, inconsistent system formats that are incompatible with your current backup platform
- managing constant information restore requests
- spending too much time looking for information when you could be focusing on innovation.

WHICH FORMATS SHOULD YOUR VENDOR SUPPORT?

The vendor you choose for data restoration services is only as good as the types of data it can restore. You'll want to choose a vendor with the range and flexibility to restore information across a variety of technologies.

Formats include, but are not limited to:

- all generations of LTO, SDLT and DLT cartridges
- 4mm & 8mm DAT cartridges
- all generations of Magstar, Travan and AIT
- IBM Enterprise 3480 / 3490E / 3590
- QIC Minicarts

Backup software support is also critical. The vendor you choose should be able to support natively (with catalog) and non-natively (when no catalog is available).

The following is a non-exhaustive list of some of the software your vendor should support:

- Symantec (Veritas) Backup Exec / NetBackup
- EMC Networker
- Commvault
- ARCServe
- HP Data Protector / Omniback
- Tivoli Storage Manager

Your chosen vendor should also be flexible enough to support other technologies if and when the need arrives.

READY TO MOVE INTO THE FUTURE?

Innovation and competitive edge never come from the past. Insight into the future does. You need to get on with changing the future and moving forward. Data restoration services provide you with a path back when you need it most.

You can also:

- reduce the cost of software licenses and hardware maintenance and reclaim data center space by decommissioning legacy tape backup systems
- reduce data center power/cooling costs by eliminating legacy hardware
- keep your IT staff focused on daily tasks and spending less time managing backup tapes
- consolidate silos of tape catalog data to find what you need faster and accelerate your response to restore requests
- use a managed service that provides a repeatable, auditable and defensible process for data restoration and at a predictable cost.



84%

OF ENTERPRISES HAD
A HYBRID CLOUD STRATEGY
IN 2015, UP FROM 74% IN 2014

WHAT TO LOOK FOR IN A RESTORATION SERVICES PROVIDER:

Confidence: You need to know that your tapes are kept in a secure, environmentally controlled facility. The vendor you choose should provide a secure chain of custody – viewable online – to ensure your tapes are protected and tracked through the entire process, all the way to the safe return of your data.

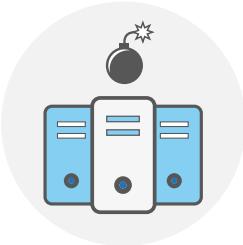
Visibility: Whether or not you have your tape catalogs or legacy backup software, the vendor you choose should map out what data resides on which tapes, have a library of backup software at its disposal and help you restore when you need to. This removes the need for legacy backup applications.

Transparency: Contract costs and a pre-defined Service Level Agreement (SLA) should enable you to restore based on your business needs.

Protection: The vendor you choose should provide a repeatable, defensible process. Scoped up front, your personalised restore process is created as a pre-established workflow for requesting and receiving restored data also protects costs.

40%

OF DATA LOSS
INCIDENTS ARE DUE TO
HARDWARE FAILURE,
THE MOST COMMON
CAUSE OF DATA LOSS





WE'RE HERE TO HELP

Insight into the future gives your organization the competitive edge. It's imperative to your bottom line to keep moving forward. Iron Mountain Data Restoration Services provides you with a path back when you need it most.

The Data Restoration Services is:

- a managed solution for vaulting and retrieval of information from tape media
- designed for guaranteed capability to recover information in a timely fashion.

The Iron Mountain Data Restoration Services is a managed service that allows you to eliminate your resource-consuming legacy systems and decommission aging assets, while still providing access to your archived data. With a simple phone call, we begin the restoration and eliminate the risk of not being able to access your data. This allows your IT team to control costs and focus on strategic projects.

WITH IRON MOUNTAIN DATA RESTORATION SERVICES, YOU CAN:

- reduce the cost of software licenses and hardware maintenance and reclaim data center space by decommissioning legacy tape backup systems
- reduce data center power/cooling costs by eliminating legacy hardware
- keep your IT staff focused on daily tasks and spending less time managing backup tapes
- consolidate silos of tape catalog data to find what you need faster and accelerate your response to restore requests
- use a managed service that provides a repeatable, auditable and defensible process for data restoration.

Iron Mountain delivers a repeatable, defensible and proven process to restore data on demand at a predictable cost, without the complexity or expense of maintaining infrastructure.

AN AIRLINE WAS ORDERED
TO PAY SANCTIONS FOR FAILING
TO TURN OVER ELECTRONIC
DATA, IN ADDITION TO SANCTIONS
FOR EARLIER DISCOVERY
VIOLATIONS, TOTALLING OVER

\$7.4M¹

1 SOURCE: ACEDS



APPENDIX: CHECKLIST FOR DATA RESTORATION SERVICES PROVIDERS

ASK YOUR CURRENT VENDOR AND POTENTIAL VENDOR(S) THE FOLLOWING QUESTIONS:

	QUESTION	CURRENT SOLUTION	VENDOR 1	VENDOR 2	IRON MOUNTAIN
1	Do you provide guaranteed SLAs for e-discovery requests?				YES
2	Do you offer a managed service to provide on-demand access to stored data?				YES
3	Will you provide a defensible, reliable and predictable data recovery process that will stand up to an audit or in court?				YES
4	Can you validate compliance with retention schedules and policies?				YES
5	Do you guarantee there will be no hidden costs or unplanned expenses?				YES
6	Do you utilize an OPEX cost model?				YES
7	Will you manage my restoration process from start to finish (i.e. transportation of the tape catalog and the stand-up of environments?)				YES
8	Do you offer global coverage for a wide array of storage options?				YES
9	Can you guarantee secure chain of custody from request to delivery?				YES
10	Can you achieve data restoration if I no longer have my backup application(s)?				YES
11	Can you use data deduplication to reduce the workload during e-discovery?				YES

Please save or print this chart for your reference

For more information about Iron Mountain Data Restoration Services, download the PDF



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ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks, and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company website at IronMountain.com for more information.

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