

# HotLink Managed DRaaS — Quick Facts

## Overview

Unlike typical DRaaS (disaster recovery as a service) offerings that are complex and expensive, only HotLink® Managed DRaaS™ benefits from the low pricing and unlimited scalability of Amazon Web Services (AWS) together with award-winning HotLink technology and expert resources to support your business resiliency requirements. The only VMware-certified disaster recovery (DR) and business continuity (BC) solution that is deeply integrated with VMware management, HotLink provides intuitive and automated DR/BC with seamless on- and off-premise interoperability, so you can quickly and predictably adapt to any IT disruption — whether from a security breach, networking failure, software issue, human error or other more extensive disaster condition. HotLink Managed DRaaS delivers the advanced technology, skilled resources, cloud knowledge, hybrid IT experience, methodology and continuous service delivery needed to ensure your environment is always protected, at prices any organization can afford. Highlights include:

- AWS DR/BC site creation, testing & maintenance
- Ongoing monitoring, testing & problem resolution
- Reporting & alerts provided on regular intervals
- Business operations restored within minutes
- VMware vCenter capabilities extended to AWS
- Migration back on-premise at any time

## Service Tiers

	Silver	Gold	Platinum
Setup & Configuration	Yes	Yes	Yes
Initial Restoration	Yes	Yes	Yes
Monitoring	Once weekly	Daily, 5 days	Daily, 7 days
Alert Response	Critical only	Bus. hours, 5 days	24 x 7
Report Status	Weekly	Weekly	Daily
Restoration Testing	Once yearly	Semiannually	Quarterly
Dedicated Support	No	Yes	Yes
Load Optimization	No	Quarterly	Monthly
Cost Management	No	Quarterly	Monthly
Patches & Upgrades	Critical patches applied	Critical patches applied Quarterly SW upgrades	Critical patches applied Quarterly SW upgrades

## Getting Started

We have developed an easy, 3 step process to get started with HotLink Managed DRaaS:

1. Schedule a **Virtual Lab** with your technical team to dive deep into the technology, gain hands-on experience, and get answers to any technical questions.
2. Let us help you develop an individualized **TCO Analysis** to calculate HotLink, Amazon, networking, and other costs of your holistic DRaaS solution.
3. We will jointly plan your **Kick-Off Project** to streamline deployment, provide knowledge transfer, and have your project up and running quickly.

## Contact

For more information on HotLink Managed DRaaS, contact us at: [info@hotlink.com](mailto:info@hotlink.com) or visit [www.hotlink.com](http://www.hotlink.com).