



Enterprise Backup as a Managed Service by Performance Technologies

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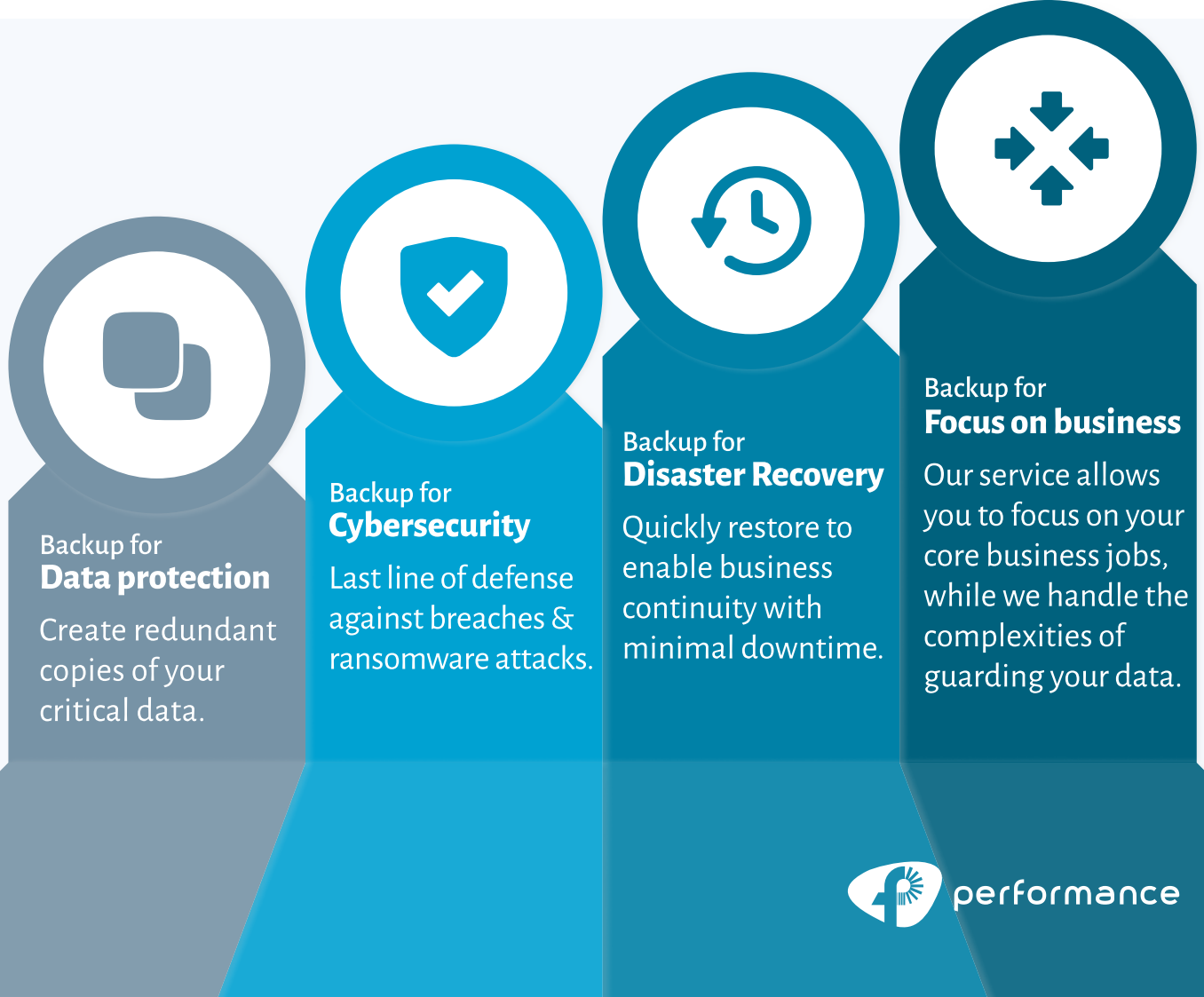
- Main benefits for you
- Why choose Performance
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Enterprise Backup as a Managed Service by Performance Technologies

Backup as a Managed Service from Performance is a solution that will form the cornerstone for your organization's resilience, and will help you protect data, digital services, and your reputation from human and system errors, natural and man-made disasters, as well as from modern cyber threats such as ransomware attacks.

Our Backup as a Managed Service offering is designed to relieve your internal teams of a complex, time-consuming responsibility. We'll manage everything for you —from the initial backup setup to continuous monitoring, regular testing, and rapid restoration— while adhering to industry best practices.



Unbeatable enterprise backup **experience** and solid partnerships with leading data protection vendors.

When it comes to safeguarding your invaluable data, experience and expertise make all the difference. We bring years of hands-on experience in managing backups across a diverse range of IT environments—be it cloud-based, on-premise, or hybrid systems. Our team is proficient at tailoring **scalable, cross-platform, backup solutions** that meet your unique operational needs and compliance requirements.

Our experience and solid partnerships with the world's leading backup software and hardware vendors are two important reasons to trust us to be your safeguard in this data-centric world.

COMMAVAULT 

DELL Technologies


**Hewlett Packard
Enterprise**

IBM

opentext[™]

veeam

VERITAS

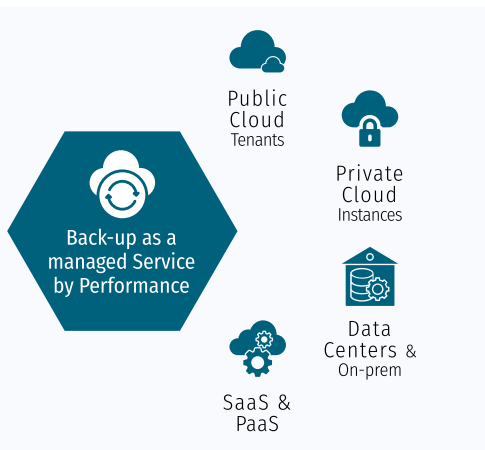
Strategic partner with world's top data protection vendors

Our strategic partnerships with industry-leading backup software and hardware vendors like CommVault, Dell, IBM, VEEAM, and VERITAS allow us to provide you with cutting-edge, reliable solutions.

These alliances not only amplify our technical capabilities but also offer you a wider array of options to choose from, ensuring a best-fit, cost-effective backup strategy for your organization.

It also means that you can count on us to have experience and a solid working relationship with practically any data protection vendors you already count on for your existing hardware and software tools.

Our experience and partnerships help us design, deploy, and operate backup and recovery regimes that take advantage of what you have available and working in your environment, today.



Enterprise Backup as a Managed Service solution that protects what you value most.

Being able to restore your data is a fundamental building block for business **continuity**, for your **compliance** and **reputation** governance, and for protecting your **sensitive information**.

Our BaaS will back-up the right data, to meet the RPO you want for each service, while validating its integrity, and keeping it safe, secure, and available.

Management · Operation · Governance

SLA & recovery management

- Adapted to your SLA requirements
- Designed for your compliance specs
- Focused on recovery objectives

Effective & efficient control

- Unified, end-to-end data protection
- Comprehensive policy management
- Turn-key, ready to deploy system

Reporting & general overview

- Backup process overview and details
- Storage utilization reporting
- Integrity and protection status
- System configuration reports

Scalability & adaptability

- Scalable solution follows growth rate
- Adaptive to protect new workload types

Monitoring & rapid response

- Monitor all jobs and processes
- Near real-time operator dashboard
- Instant notification & alerts
- Prioritization of events & incidents

Simplicity & ease of use

- Single, intuitive UI for all backup needs
- Extensive use of automation

Governance & compliance

- Backup encrypted by default
- Stored in multiple, secure locations
- Accessible only by authorized users
- Privacy compliance (i.e. GDPR)
- Auditable processes by default

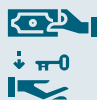
Fundamental Objective

Restore success = Backup success

Backup is about being able to **restore** the data you want after you suffer a **malicious** breach or attack, a random human or system **error**, or a major **disaster**.

We will work with you to design and deliver a backup solution that will **(1)** restore *all* specified data **(2)** to the point in time where you deem necessary, and that will also **(3)** validate and test for the integrity of your data, **(4)** store them safely and securely, and **(5)** keep them highly available for when you need to quickly restore information, systems, and business operations.

Ransomware: A clear and present *modern* threat



It is estimated that an organization receives a **ransomware attack** approximately **every 10 seconds**

Ransomware attacks have grown to the point that they are now considered one of the most impactful cyber-threats for organizations of any size and type.

Experts estimate that the global cost is in the order of billions € annually, and the trend of attacks is still increasing.

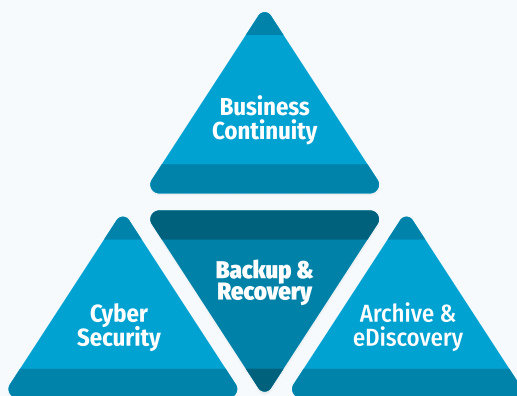
Our modern approach to enterprise backup allows you to become more resilient against ransomware attacks and be more confident when designing and deploying your cloud strategy.

Backup is a protection cornerstone that guards you from traditional and modern IT-related risks.

In today's digital age, data is not just an asset; it's the lifeblood of our organization. Backup serves as a multi-faceted function for data protection, archiving, disaster recovery, IT continuity, and cybersecurity.

A solid backup process is not just about creating redundant copies; it's a strategic function that helps regulatory compliance, minimizes downtime, and shields our most valuable digital assets and the services crucial to us and to our customers.

Backup • Disaster Recovery • Cyber-security • Compliance



From a data protection standpoint, backups ensure that we can recover lost or corrupted data swiftly.

They are also integral for archiving and eDiscovery, aiding us in meeting legal requirements and making data retrievable for legal processes.

Also, when we talk about IT continuity and, backups are our safety net, that allow us to maintain or quickly resume mission-critical functions after a failure.

And let's not forget the cybersecurity angle: in an era rife with ransomware and data breaches, a sound backup can be our last line of defense, enabling us to restore compromised systems to their original state without capitulating to extortion demands.

In essence, backups are not just an IT requirement but a business imperative that intersects with various facets of our organizational strategy.

We design and provide a backup service that aligns with your overall IT-related risk mitigation strategy

Backups are usually our last defense against IT-related risks, including cyber threats, but they will not automatically protect us if we don't design and operate the right configuration for our overall needs.

Furthermore, an enterprise backup strategy should be implemented within holistic continuity and operational resilience plans and practices, and –similarly– aligned with cybersecurity policies and operations. Performance works with you to design a backup system that works well within your continuity and security operations, and delivers a reliable managed service that aligns with your all your IT-related risk mitigation goals.



93% of cyberattacks target backups to force ransom payment

– Ransomware Trends Report, Veeam 2023



New threats and regulations require enhanced approaches.

Backup practices and technology have evolved to meet the growing needs for enhanced cybersecurity and compliance –i.e. the **Digital Operations Resilience Act**–, and Performance can design and offer a managed service that can include modern extra measures such as:

- **Air gapped** extra backup copies that are inaccessible to bad actors
- **3–2–1–1 strategy** with three copies of data, two media types, and two offsite locations (one online/offsite plus one offline/air-gapped)
- **Backup malware protection** to detect and remove ransomware from backup data.

Let's be blunt:
You need backup to
work when *you need*
it to work

Test your backups

Testing backups, as well as the systems and process in place, are non-negotiable because theoretical assurance isn't good enough. This ensures the **integrity** of the data and also verifies that you have the processes and systems that will guarantee **availability** within required time windows.

In essence, at Performance we see and operate your backup system as a functional component and test it regularly to make sure it fulfills its mission-critical role when necessary.

Testing a backup system involves a number of steps but none is more important than performing periodic restores of critical system data. Restoring is what allows your business to rebound quickly from data loss incidents—be it a ransomware attack, hardware failure, or human error. An effective backup strategy that prioritizes swift, reliable restoration minimizes these risks.

Effective enterprise backup requires an ecosystem of people, processes, and tools

A truly effective backup strategy relies on a synergistic blend of people, know-how, processes, and tools. Each of these elements is integral to creating a backup system that not only protects your data but also fortifies your operational and cyber resilience.



It takes an ecosystem of tools, people, and processes to protect a modern enterprise.

People, as always, are at the core, as no backup system can run solely on autopilot; it requires a skilled team to manage, monitor, and maintain it. For a managed team must include engineers from both organizations as well as stakeholders from other departments who understand the critical data needs of their functions.

Secondly, **know-how** is indispensable. This is where expertise in both technology and your specific industry come into play. Backup isn't a one-size-fits-all project; it must be tailored to meet the unique requirements and compliance standards of your business sector.

Next, **processes** are the glue that holds things together. Even the best team and technology can falter without robust processes. This includes everything from routine data backup schedules to emergency response protocols for data loss incidents. Periodic audits and testing are essential components of this process to ensure system reliability and readiness.

Last but not least, **tools** are the engines that make data backup feasible. This goes beyond mere storage solutions to include encryption for data security, automation for efficiency, and analytics for ongoing optimization.

Designed, delivered, and supported by the **leading backup expert in Greece**







At Performance we are passionate about technology and for what it can do. But we also subscribe to the original meaning of the word *technology*, which implies skill, methodology, and relevant knowledge about how to design, implement, and operate an applied solution. This is a core tenet of what we see as our engineering ethos, and it means that we look at solutions in terms of software, hardware, skill and processes, and –most importantly– people.

We couple our holistic engineering approach with a genuine interest in helping you solve actual business challenges, and with decades worth of experience in designing, implementing and supporting backup and IT continuity solutions and services in Greece.

An ideal match for your business *and* for protection

In the case of backup, and for IT continuity as a whole, we view ourselves as a partner that allows you to focus your resources and your energy on projects & services that make an immediate impact for your business by offering you **peace of mind** when it comes to data protection and other IT assets. We believe this is an ideal match, as you know your business and market better than anyone else, and our experience in backup and IT continuity is second to none.

OUR ADDED VALUE IN A NUTSHELL

-  **Focused** on your operational & business goals
-  **Tailored** to your environment and needs
-  Reliable and flexible **project management**
-  Expert, non-disruptive, **implementation**
-  User and operator **onboarding and training**
-  **Customized support** level agreements

PERFORMANCE AND THE CLOUD

Performance Technologies has been on the leading edge of a number of precursor technologies that allowed and lead the market to what we know as the Cloud paradigm. Equally important is that we are also a trusted and experienced enterprise partner for Greek organizations across all sectors of the economy.

Partnering with Microsoft and AWS is a natural decision for us, as we believe that the Cloud is a major destination for enterprise transformation journeys.

And because we like to back words with actions, we created our **Cloud Business Unit** with the objective of helping you –our customers– succeed in your very own cloud journey.

To succeed at this we make sure that our people are well-versed in Azure and AWS ecosystems, and are specifically trained and certified for backup and continuity-related services specific to each hyperscaler.

Enterprise Backup as a Managed Service

Implemented and operated by
Performance Technologies

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