

## Backup Navigator

Protect your business with automatic backup monitoring and expert analysis.

Every backup environment generates a wealth of statistics that measure the reliability and performance of the infrastructure it is protecting. Unfortunately, most companies lack the time, the expertise and the technology necessary to access and analyze that data on a regular basis. Instead, they rely on incomplete metrics that may fail to identify potential problems, putting corporate information – and their businesses – at risk in the event of a disaster or unexpected downtime.

Daymark Solution's Backup Navigator is an innovative monitoring service that securely retrieves key performance and reliability information from your backup systems and puts it right at your fingertips. Even better, Backup Navigator helps you interpret the statistics with meaningful analysis that can be used to ensure rapid recovery, justify new IT investments, and demonstrate compliance with Service Level Agreements, legal and regulatory requirements, or other benchmarks.

### Backup Navigator will help you:

- ▼ Instantly access vital backup performance statistics
- ▼ Accurately analyze key metrics with input from backup/recovery experts
- ▼ Identify and implement remediation measures
- ▼ Ensure compliance with legal and regulatory backup/recovery requirements
- ▼ Reduce the time, effort and cost of backup monitoring

### DELIVERING THE DATA YOU NEED

The Backup Navigator Customer Portal is your window into your backup environment. With just a few keystrokes you can view a customized, easy-to-understand dashboard that makes it easy to track the status of backup jobs, identify trends or pinpoint potential problems before they impact your business. Measurements include:

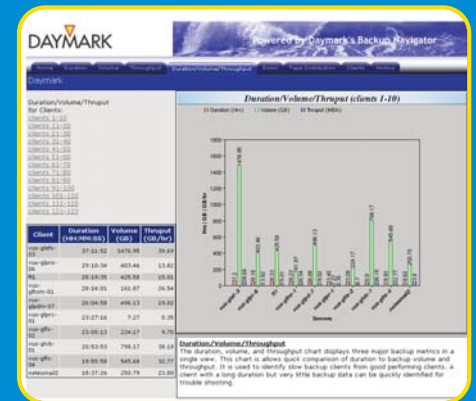
- ▼ Duration by client
- ▼ Volume by client
- ▼ Throughput by backup stream
- ▼ Backup success/failure rate
- ▼ Other critical analysis

### PROVIDING THE ANALYSIS YOU WANT

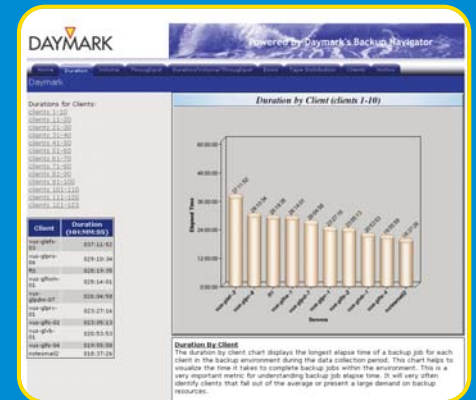
To help you make sense of what these metrics mean and leverage them to improve your overall backup operations, Backup Navigator includes expert interpretation by skilled backup and recovery professionals. These senior level consultants have the knowledge required to quickly uncover potential gaps or vulnerabilities in your existing environment. Just as important, they know what steps you need to take to resolve them.

## BACKUP NAVIGATOR CUSTOMER PORTAL

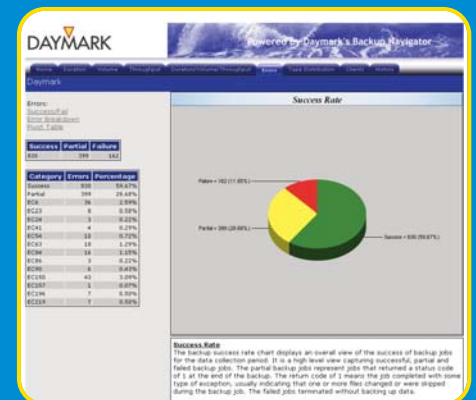
YOUR WINDOW INTO YOUR BACKUP ENVIRONMENT



Quickly compare duration to backup volume and throughput to identify performance issues



Instantly visualize the time it takes to complete backup jobs



Get an overall view of success of backup jobs, and drill down for more details

All Backup Navigator subscribers receive weekly email reports which provide a summary of daily backup success rates and a detailed status of individual backup jobs. Depending upon your subscription level, you can also receive weekly remediation recommendations via telephone from one of our top consultants to help you address performance issues, identify trends, or resolve architectural or operational concerns. In addition, Daymark consultants can also make on-site bi-weekly visits to help you implement our recommendations for improvement.

### SECURE AND NON-DISRUPTIVE

Backup Navigator only accesses and retrieves metadata which your backup systems have already captured. This lightweight, non-intrusive offering operates completely outside the data path and requires no agent software. Gone are the days of having to spend large amounts of time and money acquiring and managing another heavy, complex reporting tool. In addition, Daymark employs security best practices such as SSL, two-level authentication, restricted access and activity logging to protect the web portal and your statistics.

### BACKUP NAVIGATOR: THE COMPLETE SOLUTION

Your backup environment is already capturing the vital information you need to ensure your systems are always operating at peak performance and efficiency. Backup Navigator gives you instant access to this important information, along with comprehensive analysis by top backup and recovery experts. With Backup Navigator, you can be certain your critical corporate information is protected and accessible.

BACKUP SUBSCRIPTION SERVICE LEVELS			
	BRONZE	SILVER	GOLD
Access to the Automated Backup Navigator Customer Portal	X	X	X
Weekly email report: Backup Success Rate	X	X	X
Weekly Conference Call: Analysis of Backup Metrics and Recommendations		X	X
Bi-weekly on-site visit: Remediation Services			X

### About Daymark

Daymark Solutions architects, provides and implements effective IT infrastructure solutions for businesses in the North-eastern United States. With in-depth technology knowledge, proven methodologies and a strong focus on backup/recovery, storage infrastructure and high availability, Daymark Solutions can resolve your most difficult technology challenges.

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