

# Involta DRaaS+



No two Involta customers are exactly alike, and we're pleased to be embracing a next-generation service model that allows us to offer the level of service our customers need, whenever they need it. Our NextGen Disaster Recovery as a Service (DRaaS+) provides three service tiers, ranging from full self-service to a variety of premium-level support options. Involta houses all DRaaS+ environments in our owned, purpose-built, enterprise-grade data centers.

According to Gartner, 72% of businesses are poorly positioned in terms of their disaster recovery capabilities. Involta's DRaaS+ ensures Involta customers have the right services in place to ensure essential business systems and data remain secure in the event of a natural, human-made or technological disaster.

Preparation is the key to business success. Involta knows it's not just about infrastructure, so we also help develop comprehensive DR plans to make sure your business is covered. Rest easier with the accessibility, redundancy and reliability required for recovery after a disruptive IT event. With Involta DRaaS+, you'll get a predictable cost structure and the ability to optimize the sizing of your DR footprint.

	Standard	Professional	Elite
<b>Response Times</b>	24x7x365 Service Desk with 24-hour ticket response SLA	24x7x365 Service Desk with 4-hour ticket response SLA	24x7x365 Service Desk with 1-hour ticket response SLA
<b>Testing</b>	Self-service DR testing	1 engineer-guided DR test per year**	4 engineer-guided DR tests per year**
<b>Infrastructure</b>	Multi-tenant, highly available infrastructure with no ingress or egress fees 100% infrastructure and platform* SLA		
<b>Portal</b>	Portal access to real-time stats		
<b>DR Plan</b>	Client directed	Lite or Full assessment required	Lite or Full assessment required
<b>Best Practices Review</b>		1 engineer-guided review per year	4 engineer-guided reviews per year
<b>DR Declaration</b>			24x7x365 engineer-guided DR declaration
<b>Firewall</b>	Client provided firewall (or Involta provided for additional cost)	Palo Alto virtual firewall included	Palo Alto virtual firewall included

\*when you choose VMWare Cloud Director Availability. Zerto availability will be 99.99% platform uptime.

\*\*DR tests may be performed during nights and weekends. Major federal holidays are excluded.

Involta's DRaaS+ was designed to grow alongside your business. Get the service you need, whenever you need it. Contact the Involta team today to learn more.

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