

## Unitrends Forever Cloud

### FREQUENTLY ASKED QUESTIONS

#### 1 What is Forever Cloud?

Forever Cloud retention is an offsite cloud backup storage option for the Unitrends Cloud. It allows Recovery Series and Unitrends Backup software users to copy on-premises backups to a highly available Unitrends Cloud infrastructure that is designed to keep backups for an infinite number of years. This removes the burden of long-term retention management from the user and extends on-premise retention to the cloud, reducing capital expense and operating costs.

Protect your business from data loss and meet compliance requirements with effortless long-term retention in the Unitrends Cloud. Forever Cloud automatically and securely stores data for as long as you want at one low cost.

#### 2 Can I choose my data retention times in Forever Cloud?

Yes. Forever Cloud is built to ensure that customers can cost-efficiently meet very long retention requirements, while still taking advantage of the operational benefits of a cloud backup service. You can choose retention of 90 days, yearly (1-7 years), or infinite.

By default, Unitrends uses the following long-term retention schema, retaining the most recently completed: 7 daily backups, 4 weekly backups, 12 monthly backups, and purchased number or infinite yearly backups.

If there is no successful restore point in a given week, month or year, then no backup will be kept for that particular retention period.

#### 3 How is the retention service priced?

Forever Cloud retention is priced based on the amount of on-premises protected capacity you want to replicate to the Unitrends Cloud for long-term retention.

Protected capacity is the maximum amount of data in your primary location (before it is compressed, deduplicated, or backed up) that you want to protect. Forever Cloud can be purchased in 500GB increments. That's it – no additional cloud storage fees, ever. One-, three-, and five-year subscriptions are available.

##### EXAMPLE:

A customer has 10TB of primary data in their environment prior to backup. They want to backup all 10 TB to their on-premises Recovery Series appliance but only need long-term retention for 5TB of that data in the Unitrends Forever Cloud. The customer would purchase just 5TB of Forever Cloud. This model gives you the flexibility to pay for just what you want to protect in the cloud, and nothing more.

## 4 What happens if my protected capacity grows larger than what I've purchased?

Unitrends monitors the amount of protected capacity that is replicated to the cloud from the on-premises Recovery Series or Unitrends Backup virtual appliance instance. If the protected capacity grows beyond the purchased amount, Unitrends will contact you to help you decide whether to:

- » True-up to a higher capacity (sold in 500GB increments) in Forever Cloud
- » Reduce the replicated data back down to within the purchased amount

*Note – It is recommended that you build data growth into your Forever Cloud retention purchase decision to avoid frequent true-up situations.*

## 5 Are there any other prerequisites for purchasing Forever Cloud retention?

To leverage the Forever Cloud retention service, you must have the following:

- » A Recovery Series or Unitrends Backup software instance in place for on-premises backups
- » An active support contract for your on-premises Recovery Series or Unitrends Backup product

Existing and new customers of Unitrends enterprise-class backup appliances can easily add Forever Cloud retention. The expiration date of the support contract and the Forever Cloud retention service subscription should be aligned to ensure support is in place for the entire contract period of the service.

## 6 Can I terminate the support contract for my on-premises Unitrends backup appliance and still use the Forever Cloud retention service?

No. Your support contract provides you with support for both your on-premises backup appliance and cloud solution from Unitrends. Therefore, the on-premises support contract is required in order to use the Unitrends Cloud service.



## 7 Can I seed my backups in the Unitrends Cloud rather than sending the first backup entirely over the WAN?

Yes, you can purchase the Unitrends Rapid Seeding to reduce bandwidth usage and the time required to transfer the first backup to the Unitrends Cloud. This service is highly recommended for data sets larger than a few TBs. Seeding is available to customers in the U.S.

## 8 I already have Unitrends No-Limits Cloud or Metered Cloud. Am I able to switch to the Forever Cloud Retention option?

Yes, you can trade-in from your existing No Limits Cloud service to the Forever Cloud retention service. Please contact your Unitrends channel partner or sales representative in order to assist with the process.

## 9 What recovery options are available for the Forever Cloud service?

There are three recovery choices from Forever Cloud that vary in terms of process, amount of data, and recovery time:

- » **Disaster recovery for backup data** – In the event of a sitewide disaster in your on-premises data center, Unitrends will ship you a Recovery Series appliance or a network attached storage (NAS) device with your most recent backup data within 24 hours after the data is copied to the NAS device. This option is used when you have catastrophic data loss.
- » **Self-service file recovery** – Unitrends can recover files directly over the WAN from the Unitrends Cloud to your on-premises Recovery Series or Unitrends Backup instance. Recovery times vary based on the amount of data and bandwidth capacity. This option is currently available for recovering files only.
- » **Optional Disaster Recovery Services (DRaaS)** – For complete DR services, you can purchase DRaaS for designated VMs or all of your Forever Cloud data. DRaaS allows you spin up your VMware, Hyper-V, or Windows guest-level backups in the Unitrends Cloud with Service Level Agreements for 1-hour or 24-hour failover of applications and machines. Visit [unitrends.com](http://unitrends.com) for more information.

## 10 Can I import existing long-term archives to the Unitrends Cloud?

No. Local archives will still need to be managed using your existing process. The seeding process for the Unitrends Cloud will copy only as much recent data as necessary for the initial seed to be successful. This minimizes bandwidth usage and seeding times. Seeding is available to customers in the U.S.

*Note – If you wish to use Unitrends to copy data to Google Cloud Storage (including Google Nearline), Amazon S3, tape, or other local archiving storage, this can still be accomplished while also copying data to the Unitrends Cloud. You should ensure that your local appliance is sized properly to handle the resource needs for both processes.*

## 11 Where are Unitrends Cloud data centers located?

Unitrends Cloud data centers are located in the United States, Canada, Germany, the UK, and Australia. Customers in these regions may enroll in Unitrends DRaaS. Optional seeding services are available in the U.S.

## 12 How does Unitrends maintain data sovereignty and meet each country's privacy regulations? Will the customer's data remain in their geographic region or be at risk of cross-replication outside of the country?

Unitrends Cloud data centers are compliant with each respective country's privacy regulations and data housing policies. Data stored in the Unitrends Cloud will remain in the originating country and will not be replicated outside of the country.

## 13 What certifications, regulatory, and compliance requirements are met by the Unitrends DRaaS data centers?

Unitrends Cloud data centers are SSAE 16 certified. The Unitrends Cloud is also compliant with Service Organization Control (SOC 2) and the Health Insurance Portability and Accountability Act (HIPAA). Unitrends will sign a Business Associate Agreement (BAA) upon request from organizations needing to maintain HIPAA compliance. See [Unitrends Cloud FAQs - Safety, Security, And Compliance](#) for the latest list of certifications.

## 14 What if there is an outage at the Unitrends Cloud data center? What kind of redundancy is built in?

All Unitrends Cloud leverages a high availability cloud strategy with redundant copies of data replicated automatically to multiple locations within the Unitrends Cloud. With these high levels of redundancy, the customer's data is always available in the event a restore is needed. Redundancy is maintained within the same country as the originating data center to ensure privacy.



### Unitrends Forever Cloud

- » **Deep Cloud and DR Expertise** – Unitrends has stayed on the forefront of backup and cloud data protection for thirty years by listening to customers and introducing innovative technologies that anticipate and meet their needs.
- » **Invisible backup and cloud data protection** – Purpose-built for long-term retention and disaster recovery, Unitrends Forever Cloud automates manual tasks, eliminates management hassle, and delivers tested hardware and software resilience.
- » **Resilient Protection Built for the Unexpected** – Unitrends backup appliances and cloud are built with next generation technologies such as Helix self-healing backup software, machine learning analytics and predictive analytics technology proactively anticipates and resolves potential downtime threats before they happen.

## ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting [unitrends.com](http://unitrends.com) or follow us on LinkedIn and Twitter @Unitrends.

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