



DRAAS FAQs

Q1. Does it support only VMWare?

A1. Yes, the Netelligent DRaaS solution is for VMware environments. Below are our supported use cases:

	vSphere to vSphere	vSphere to vCloud	vCloud to vCloud
Customer to Hosted Café IaaS	✓	✓	✓
Hosted Café IaaS to Hosted Café IaaS	✓ ¹	✓ ¹	✓

¹ Required dedicated blade(s) in Netelligent data center to support private vSphere environment.

The Technology Netelligent uses can supports VMware, HyperV and Public Cloud as well. While this is not a standard DRaaS service, our Advanced Technical Services team can work with you on assessing, designing and implementing a custom/dedicated solution.

Q2. Can I replicate to my own datacenter?

A2. No, the DRaaS service is designed to replicate to a Netelligent data center with IaaS resources.

Q3. Are the resources for recovery, dedicated only to me? Is it guaranteed to be available?

A3. Yes it can be. We offer 3 models for recovery resources:

- 1) IaaS reserved resources which are shared across customers.
- 2) IaaS dedicated resources. These resources are dedicated to an individual client and offer a recovery-time advantage.
- 3) Dedicated recovery server blade(s).

Each option has cost and failover readiness differences. To explore the differences please consult your sales engineer.

Q4. What is the advantage of this service over VMWare's site recovery manager product?

A4. One of the important components of a DR strategy is the investment needed in the protected site. With our DRaaS service, the protected site infrastructure including hardware (compute and storage) and licensing are not required.

VMware SRM is only a partial solution that requires additional 3rd party technology for data replication. This makes the solution more complex and less efficient.

Q5. Can I replicate between the US and Europe?

A5. Currently the Netelligent DRaaS recovery service is offered in the US. If your company has a location in Europe it is possible to set up replication to the US. If you would like to replicate to Europe, Netelligent advanced technical services can help create a custom solution utilizing one of Netelligent's Public Cloud partners.

Q6. Is there version considerations for VMWare vSphere?

A6. Yes, the current supported version for vSphere vCenter v4.0 update 1 or higher and v4.0 update 1 or higher on ESXi host.

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▶ **Q7. Is the DRaaS replication application aware? SQL for example.**

A7. No. The Netelligent DRaaS VM replication is done at the Hypervisor level. Hypervisor based replication is fully storage agnostic. Since it is able to tap into the I/O of a virtual machine, no additional agents are required on your virtual machines.

In addition, snapshots or clones are not necessary to achieve replication to the target site.

If you would like to implement Application aware HA or replication such as MS-SQL AlwaysOn, Our Advance Technical Services can help plan, design and implement this solution.

▶ **Q8. What networking do I need to setup in advance?**

A8. If you are building your solution entirely in the Netelligent Hosted Café IaaS there are no pre-build requirements. Our infrastructure includes all the necessary VM replication software, networking and management infrastructure. We will help you size the solution and implement the necessary secure site-to-site connectivity and resources.

If you are replicating from your site to the Netelligent datacenter, we will need to install the Virtual Replication infrastructure and establish connectivity to the Netelligent data center. The virtual replication infrastructure includes a virtual replication appliance per service host. Connectivity will include setting up either a VPN connection over the public internet or an MPLS line between sites.

Our sales engineers can review a complete checklist of items required for readiness.

▶ **Q9. How easy is it to fail back?**

A9. Simple. Once the protected site is back up and operational, the process includes a simple Move operation. A move operation copies the protected virtual machine back to the original protected site. It does differ from a failover operations in that there are no checkpoints thus a virtual machine should be powered off.

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