

NetJapan services

Cloud NetJapan: 100% Swiss. Backups are stored in a fully redundant Tier III+ datacentre in Switzerland, highly secured in terms of data processing, computer security and physical security. Located minutes from our offices.



LOCAL/CLOUD

Starter Kit

Set of indivisible services in order to keep a copy of a customer's backups in NetJapan Cloud.

Includes:

- Up to 3 licenses among ActiImage Protector Server, SBS, Desktop or Virtual - Single (Windows)
- ImageCenter (to replicate backups in NetJapan Cloud)
- 400 GB storage space in the Cloud
- Backup consolidation in the Cloud (reduce the backup chain length)
- Backup retention in the Cloud (the last 7 days are kept)
- Backup verification in the Cloud (reception of backups and consistency of the chain)
- Notification in case of backup reception or consistency errors in the Cloud
- Monthly detailed report of the backups stored in the datacentre.

ActiImage Protector and ImageCenter must be configured according to our [installation guide](#). A NetJapan technician will configure ImageCenter replication for free via remote access. Alternatively, you can order the remote installation service. Monday - Friday: 7am – 11am | 12.30pm – 16pm (GMT/BST) – appointment required.



SERVICES

LOCAL

Remote installation

A technician installs and configures licenses on your customer's system via remote access and at an agreed time.

Remote restore

A technician is available within 2 hours to help you restore a physical or virtual machine via remote access in the event of system failure or other disaster.

The technician can help you recover either backups stored locally / on the network, or backups from NetJapan Cloud after they have been received at the end user location.

Local monitoring

Includes:

- Real-time monitoring of backups stored (locally) at the client's location:
 - Backup verification: creation and consistency
 - Installed ActiImage Protector / ImageCenter versions
 - ActiImage Protector / ImageCenter licence activation status
 - ActiImage Protector / ImageCenter services
- Installation of sensors on the machines to monitor, by one of our technicians
- Notification in case of issue
- Monthly report



CLOUD

Cloud monitoring

Includes:

- Real-time monitoring of backups stored in NetJapan Cloud: verification of reception and consistency
- Installation of sensors of the machines to monitor, by one of our technicians
- Weekly bootability test of the latest backup stored in the Cloud. It automatically boot the latest received backup file as a Microsoft Hyper-V virtual machine, up to its login window. You are notified if this procedure fails.
- Notification in case of issue
- Monthly report



CLOUD

Advanced Local & Cloud monitoring

Includes:

- Real-time monitoring of backups stored locally and in NetJapan Cloud:
 - Backup verification: creation, replication and consistency
 - Installed ActiImage Protector / ImageCenter versions
 - ActiImage Protector / ImageCenter licence activation status
 - ActiImage Protector / ImageCenter services
- Installation of sensors of the machines to monitor, by one of our technicians
- Weekly bootability test of the latest backup stored in the Cloud. It automatically boot the latest received backup file as a Microsoft Hyper-V virtual machine, up to its login window. You are notified if this procedure fails.
- Notification in case of issue
- Monthly report

Backup send out (client → datacentre)

Send us the full backup file on a USB or RDX and our technicians will add it alongside the incremental chain stored in the datacentre.

Backup return (datacentre → client)

We are sending the data back on a USB disk from our datacentre to your office or client's location within 1 business day.

Express backup return (datacentre → client)

We are sending the data back on a USB disk from our datacentre to your office or client's location within 1 business hour.

USB device

Brand new high quality USB device to be used when we send data back from our datacentre.



STOCKAGE

CLOUD

Cloud storage - without Starter Kit

Includes:

- Remote configuration of ImageCenter at the enduser location
- Backup consolidation in the Cloud (reduce the backup chain length)
- Backup retention in the Cloud (the last 7 days are kept)
- Backup verification in the Cloud (reception of backups and consistency of the chain)
- Notification in case of backup reception or consistency errors in the Cloud
- Monthly detailed report of the backups stored in the datacentre.

It is mandatory to subscribe to the Advanced Local & Cloud monitoring service or to the Cloud monitoring service when the end-user has not subscribed to the Starter Kit.

Cloud storage – additional to Starter Kit

200 GB / 1 TB

STOCKAGE



SOFTWARE

LOCAL

NetJapan licences

It is possible to order additional MSP licences to the Starter Kit.

Monthly Contact us for pricing: info@netjapan.eu

SOFTWARE