

CloudRecover hosted HPE TRIM/Records Manager

cloudrecover



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Solution Overview

HPE Enterprise Records Manager is a scalable Electronic Document & Records Management System (EDRMS) that helps you meet regulatory compliance requirements, and protect & manage information throughout its lifecycle. Business records and critical information are securely managed from creation through to disposal, according to flexible policies that are designed to suit each organisation's specific requirements.

Physical and Electronic records can be governed through a single, powerful solution. Business Critical Information can be managed in place, and also stored within a secure records depository. The solution integrates with File Servers, Exchange, Sharepoint, Office 365, and Line of Business applications such as SAP. Physical records can be captured and ingested from most document scanners.

Organisations can easily achieve Compliance and Governance objectives:

- Access and Understand enterprise information – no matter where it resides.
- Organise and Control information through centralised policies – Security and Access Controls ensures that information is kept secure against loss or inappropriate access.
- Leverage the valuable information & Take Action - Integrated E-Discovery ensures that information can be quickly searched throughout its lifecycle – from creation to defensible destruction.

HPE Records Manager in the Cloud

CloudRecover is an Authorised HPE Hosted Software Distributor, and delivers HPE Records Manager as a Cloud Service.

By investing in a hosted Records Manager solution through CloudRecover, customers can simplify their HPE RM experience. Customers pay on a Per User Per Month basis – no more management of complex infrastructure and Licensing models!

Customers can also maximise the benefits of a cashflow-friendly Operation Expenditure model, as part of a robust and scalable information management solution.

Existing HPE RM customers can leverage their existing investment by taking advantage of CloudRecover's BYO License option for their cloud service.

Each customer's service is delivered through dedicated, secure Cloud infrastructure - to ensure that every organisation's data is properly managed and protected. The solution can be accessed via HTTPS, VPN, or a dedicated WAN connection – depending on each customer's requirements.

Benefits:

- Simplify your Information Management
 - Manage information across a wide range of sources with a single console
 - Per User Per Month pricing – no more complex software licensing
 - Option for BYO License for HPE RM – leverage your existing investment
 - Scalable Cloud solution – no need to manage hardware infrastructure!
- Maximise Data Compliance
 - Manage critical information in-place, or store within a secure records repository
 - Protect data with integrated policy-based Access Control and Legal Hold capabilities
 - Find the needle in a haystack with powerful E-Discovery tools
 - All data is backed up and replicated within CloudRecover's Australian Data Centres
- Optimise Data Storage
 - Manage electronic records throughout the data life-cycle
 - Safely remove data once it is no longer required – including audit trails for compliance
 - Strong integration with CloudRecover's Storage Optimisation Service to deliver a complete information management solution

Secure cloud based per user
Hosting for HPE TRIM/
Records Manager

**Hewlett Packard
Enterprise**



Tier III Australian Global Switch & Standby Data Centres



Cloud Hosting Features

- Scalable, reliable, and responsive to support all workloads - existing and future
- Instant failover replication and automatic continuous backup
- Full administrative access to HPE Records Manager system
- No packet shaping or throttling - Unrestricted Bandwidth
- 99.999% Network Uptime SLA
- Primary and secondary DNS services included
- Immediate Systems Engineer phone support during business hours

Global Switch Data Centre

Our Primary Sydney data centre is located in Ultimo, and is one of the largest data centres in the Southern Hemisphere, with over 40MW on site power generation capacity. Strategically positioned on the western edge of the Sydney Central Business District (CBD), our world class data centre provides highly resilient and scalable technical space and power solutions within a low latency environment.

Key features of our data centre include:

- 41,500 sq m with 40 MW utility power supply to the data centre
- Serviced by multiple telecommunication exchanges and a dense carrier presence providing exceptional connectivity
- Conveniently situated on the edge of the CBD but not on the same electricity supply

Servers & Storage

CloudRecover's rock solid HPE blade infrastructure is configured as per HPE's recommended technical specifications. Our Cloud Servers are powered by Microsoft Hyper-V to provide the reliability and on-demand scalability you need, while eliminating your concerns about availability. There are always two duplicate blade systems configured and capable of taking over from each other. Redundant fans, power supplies, memory and NIC's form part of the blade system. All physical server operating systems are configured on RAID 1 with redundant SAS paths to the main storage. Storage is provided on duplicate HP SANs configured in different RAID sets depending on its function.

Operating System Layer

CloudRecover utilises Windows Server 2012 R2 to provide highly available replicated operating systems. Utilising VLAN isolation and full continuous replication, an outage of any data centre causes minimal client disruption.

Antivirus

A strong partnership with Trend Micro ensures all operating systems and network ingress points are protected by anti-virus. Central control ensures hourly update of virus patterns and immediate action on any outbreak.

Firewalls

Mirrored high availability, high throughput firewalls are provided at both the production and Failover Data Centre. They are monitored continuously and provide Intrusion Detection and a number of other alert functions.

Connectivity and Network

Redundant Tier 1 carriers into each data centre ensures continuous network operations and 100% availability over the last three years. Global Switch is represented by all the major carriers for ease of cross connection to customer WANs. A dual path dark fibre provides high speed MAN access to the Failover Data Centre.

Other features include:

- Access to multiple telecommunications providers
- 2 diverse building entry points
- Diverse cable routes and pathways within data centre

Monitoring

Our 24x7 monitoring system checks firewalls, disk space, network, CPU and memory usage, as well as application availability. Alerts are immediately posted via email and SMS to the on call team.

Redundant Power

- 33kV utility supply with N+1 redundancy
- Utility power supply capacity of 35 MW
- Technical and mechanical power supplied by on-site by diesel rotary type UPS
- Mechanical systems backed up by DRUPS system
- Fully diverse power distribution to technical areas
- On-site diesel tanks to support 24 hours at full capacity with 24x7x365 fuel delivery

Building Overview

- Purpose built, Tier III Data Centre
- 41,575 sq m of gross space
- 7 data floors

Cooling and Environment

- Chilled water cooling system
- Minimum N+1 resilience on all systems
- 28 MW of total cooling provision
- Diverse distribution pipework throughout
- CRAC units within customer areas provided at minimum N+1 Temperature and humidity in technical space to industry accepted standards and maintained within energy efficient parameters

Fire Detection and Suppression

- Analogue addressable fire detection system in all areas
- Aspiring smoke detection system
- Inergen gas suppression system in technical areas with pre-action sprinkler for additional resiliency

Building Management Systems

- All engineering system monitored 24x7x365
- Experienced 24x7x365 facilities management team
- Environmental conditions continuously in all technical areas

Security

- Security guard patrols 24x7x365
- Premises under constant CCTV surveillance both exterior and interior common parts
- Intruder alarms to all areas
- Physical access to the data centre is controlled by mantrap
- Access control using proximity card readers and biometric systems
- Certified for ISO 9001, 14001, 27001

Standby Data Centre

Pipe Networks Cable Landing Station Cromer (CRO) is where the PPC-1 internet fibre optic cable enters Australia from the United States. It is 40 kilometers from Global Switch and provides a secure fully replicated copy of the production environment.