

data management services



Proliferating storage requirements and 24/7 service availability requires strategic decisions for the effective, cost efficient management of organisational data.

With fast, reliable and affordable data networks now available, remote storage retention and management by specialist service providers has become the standard for many leading organisations.



Trusting your organisation's data to a service provider is an important decision, however it does not have to be a risky decision. Ensure that your service provider is proven, highly capable, constantly available and truly cares about your business.

Your provider must employ current technology and rigorously maintain all support systems and processes with the sense of urgency fundamental to all enduring relationships.

Does your provider offer as standard:

- Standard and Enterprise backup options
- Selectable backup windows
- On-site and off-site data retention options
- Fast restoration services
- Flexible disaster recovery options
- Latest in data de-duplication technology
- Scalable remote site back-up solutions
- Pay per gigabyte pricing options

Infoplex has been providing high quality infrastructure 'as-a-service' to many of Australia's leading companies since 2006.

We know that fast, flexible customer service is essential for today's business, we also know many multi-national service providers are unable to satisfy this criteria and this is where Infoplex shines.

We employ technology that can seriously reduce storage management cost and complexity, as well as support your regulatory information retention requirements.

With multiple petabytes of storage under management and ISO 27001 Information Security certification, we have the proven skills, processes and technology to address your storage challenges.

infoplex storage services – data management services

Storage tiering and archiving

Infoplex operates an EMC multi-tiered file system by distributing the contents of a data set across multiple file systems that reside on different storage types.

Network-attached storage (NAS) clients access the data set from the Tier 1 file system regardless of where the data is stored. From a customer's perspective, the multi-tiered storage used for the data set appears to be a single homogenous file system with a contiguous name space.

Policy-based storage tiering and archiving is implemented at a set period of time, with a pricing model that allows customers to allocate storage policies in line with budget and performance requirements. We expect our customers will see the majority of growth within the lower tiers, driving maximum value.

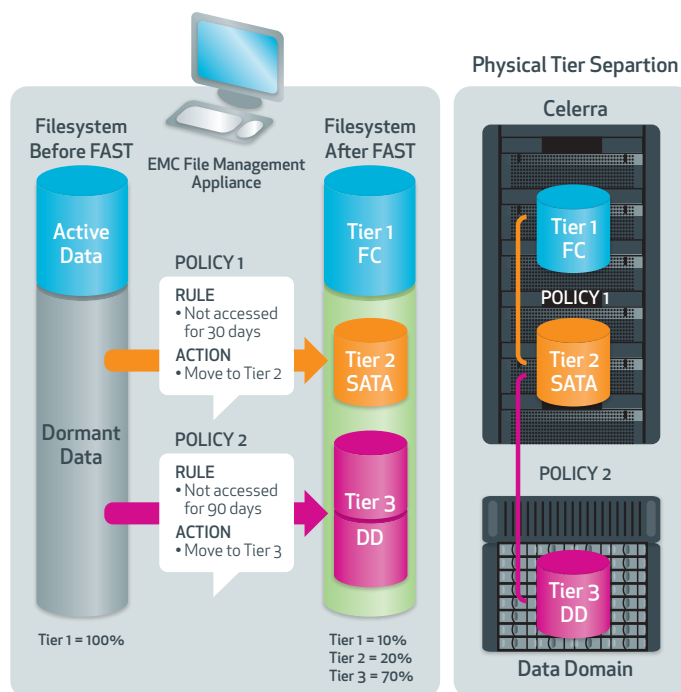
Service options

Infoplex has a range of data management offerings optimised for specific access and retention requirements. We can work with you to assess your data types and formulate the optimal management solution and a reliable, phased transition.

Our services include:

Managed Backup Services

- Standard and Enterprise retention policies
- Backup window options
- Support for a large range of operating systems and enterprise applications
- Incremental and full backup schedules
- On-site and off-site retention
- On-call restoration services
- Daily reports and monthly analysis



Highly secure

- **Defence in Depth** – no single security control can guarantee the security of a system. Multiple layers of security controls are used to mitigate organisational risk.
- **Containment** – the compromise of a system or component does not automatically expose other systems.
- **Risk Domains (Zones)** – domains with a similar risk are grouped into risk domains. Interaction between risk domains is tightly controlled through inspection and arbitration.
- **Trust** – risk domains are classed as Untrusted, Semi-Trusted or Trusted based on their risk to confidentiality, integrity and availability of information assets.
- **Information Classification** – information is classed based upon its sensitivity. Information classifications require appropriate security controls to ensure confidentiality, integrity and availability.
- **Compliance** – demonstrated through the adherence to industry best practice and due diligence governing security implementations, backed by ISO27001 certification.
- **Simplicity** – a simple architecture is easily understood, and translates to correct implementation, configuration and ongoing maintenance.
- **High Availability** – single device failure won't reduce the ability of the infrastructure or applications to service requests. Duplicate devices with meshed communications links ensure a network path is always available.

For more information

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