Nominee: Quest

Nomination title: Rapid Recovery

Key Distinguishing Features:

Rapid Recovery, the next generation of AppAssure software, lets organisations protect anything, anywhere — systems, apps and data, whether it's physical, virtual or in the Cloud. The driving philosophy behind Rapid Recovery is a "ZeroIMPACT" recovery of vital data – presenting users with the data they request instantly, during restores, as if the outage never happened. ZeroIMPACT is more than just a buzzword – with Rapid Recovery able to restore full systems, applications and data and bring businesses back to 100% capacity in less than 15 minutes, even from the most critical incidents and outages.

• Rapid Recovery can be set up to generate snapshots of critical data, systems and applications and their current states up to every 5 minutes for complete application and system recovery with near zero Recovery Time Objectives (RTOs) and aggressive Recovery Point Objectives (RPOs). These ongoing snapshots can be continually updated on a warm virtual standby machine, which can be activated at a moment's notice in the event of a disruption or outage.

• With Rapid Recovery, the core software is free, and this includes the ability to replicate recovery points. Organisations can replicate their backups across multiple local or remote sites for disaster recovery, on one server or 1000 servers, at no extra cost

• Backups can be replicated as recovery points to be ready for immediate rollback in the event of catastrophe, for instance, a ransomware attack.

• The organisation can also export the entire system (operating system, applications, and data) to the aforementioned boot-ready virtual machine, adding a layer of protection for situations such as environmental disasters. This virtual standby functionality can be implanted on-site or implemented seamlessly and directly offsite for additional peace of mind in the event of a potentially catastrophic on-site outage.

• Rapid Recovery offers a dedicated preconfigured replication target virtual machine on the Microsoft Azure Marketplace, providing an instant and stress-free way for organisations to get their recovery replicated off-site, in the Cloud.

Tangible Impacts on the Market and Customers:

In the case of Rapid Recovery's Cloud replication capabilities, the solution is fast becoming the go-to Cloud replication solution for Microsoft Azure, with the replication target VM achieving a regular top-five status in its category on the Microsoft Azure Marketplace.

Customers from governments to retail have experienced first-hand the realities of a ZeroIMPACT recovery. One Rapid Recovery customer describes how, despite a severe incident and a lack of Cloud replicas, the software was able to facilitate 100% operating capacity within hours.

"On the morning of the 1st of January. I was awoken (with a very bad hangover) at 8am to the news that there was no network, no login servers, and no email servers available across the company. I joked to the caller that the only way the symptoms they were describing could happen was if the core network was down or we had lost every virtual server in the company. Upon logging into the VPN and attempting to access our servers, I very quickly realised that my joke was in fact a reality, no servers responded… I brought up our AppAssure box locally and began restoring backups onto the spare chassis.

By 12:06 I had recovered our full environment and had the business back up to 100% operational status.

Had we not had AppAssure I cannot say how I would have resolved the issue…. I would have likely had to recreate the environment from scratch. The impact on the company would have been huge, and it would have taken some time to recover from any reputational damage that we would have incurred as a result." — George Mair, IT & Comms Manager, Journeycall

Competitive Differentiators:

Rapid Recovery offers a fast and effective way for organisations to make the jump to the Cloud for data backup and recovery. Providing more public Cloud options to replicate to and with a speed and efficiency unmatched by any of its competitors, Rapid Recovery can not only replicate data, but create archives and continually updated virtual standbys directly in the Cloud environment in under a minute.

• In a DCIG analyst comparison between Rapid Recovery and competitor Veritas NetBackup, DCIG commented: "Rapid Recovery bundles all of its features into one solution at one price and then better facilitates fast deployments and ease of use. It provides proven connectivity to leading Cloud services providers to which many companies look to leverage in some way as part of their broader backup and recovery strategy. By choosing Rapid Recovery, these companies get a solution that is both right sized and right priced for the specific challenges they face."

Supporting Quotes/Case Studies:

• With Rapid Recovery, managed services provider Tarrant Technology Partners now protects 100–150 terabytes of data for 250 customers. A deleted item can be recovered in minutes, and a failed server can be restored in hours rather than days, with zero data loss. As a result, the IT team is saving four hours every day.

"We can ensure little to zero downtime for our clients using AppAssure. We can restore a failed server in a couple of hours from backup, or failover to a virtual standby in just minutes." - Craig Christopher, Partner, Tarrant Technology Partners

• "We have had 4 physical server crashes in the past 6 months, which is very unusual for us. Most of our customers, staff, and management did not know it happened. In each of the situations, the servers were back up before anyone realized they were down." — Joe McPhail, Vice President of Operations, Real Green Systems

Why nominee should win

•"ZeroIMPACT" recovery of vital data – presenting users with the data they request instantly, during restores, as if the outage never happened. Restores full systems, applications and data and brings businesses back to 100% capacity in less than 15 minutes.

•Generates snapshots of critical data, systems and applications and their current states up to every 5 minutes, continually updated on a warm virtual standby machine, to be activated at a moment's notice.