

Nominee: Geminare

Nomination title: Resiliency Management Platform

- What are your product's / solution's key distinguishing features and/or USP?

The Resiliency Management Platform (RMP) is a cloud-independent management platform bringing together all data recovery technologies for both Cloud-focused and legacy technology into a single management console while layering in multi-tenancy capabilities. It provides orchestration across multiple technologies and specifically addresses the complexities identified by customers and Service Providers when managing DRaaS solutions in complex Cloud and hybrid Cloud environments. It targets the enablement of Service Providers and their associated customers by offering capabilities to manage all of their DR and DRaaS related infrastructure and solutions simultaneously and cohesively.

Feature Highlights

- o Multi-tenant, 5-tiered delivery model for remote solutions
- o SLA triggers and customizable reminders
- o Cross-Cloud infrastructure management of VMs stored in virtually any environment
- o Cross-platform health monitoring of on-premises and Cloud-hosted servers reported at a granular level
- o Hybrid Cloud availability monitoring of on-premises and Cloud-hosted
- o Orchestration management through RunBooks for complex DRaaS workflows
- o Data sovereignty and location validation of VM functionality in Public, Private, or Hybrid Clouds for both virtual and physical servers
- o Complete ecosystem auditing through detailed logging and alerting at all authorization levels
- o Sophisticated metering down to the second across ANY Cloud platform
- o Remote management, monitoring, and reporting at a granular level via the advanced VNO

- o **Secure Application Connectors (RMP-SAC) providing access in a secure and safe way to 3rd party technology stacks and deployments (on-premises or hosted)**
 - o **Integrated data archiving using a self-managed archive service to any public Cloud platform, private infrastructure, or directly to local disk**
 - o **Complete API integration using RESTful based methods of interaction through an HTTP client or programmatically from an application**
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- **What tangible impact has your product/solution had on the market and your customers?**

The RMP is one of the first Cloud Management Platforms that focuses on addressing DR and related DRaaS technologies using a vendor neutral approach and allowing the broadest range of technologies to be simultaneously leveraged at customers and services providers.

The RMP was built from the ground up to address the very significant recovery and availability management challenges that customers and their associated Service Providers face as they deal with the complexities of multi-disciplined DR deployments to and from the Cloud. Frequently, these DR deployments involve legacy technologies that are not or are only partially enhanced to take advantage of the Cloud's true multi-tenant capabilities, and often have no ability to be delivered through a SP channel. Further challenges exist when multiple technologies are deployed within the same customer network and account, thereby creating support complexities involving multiple portals to manage and monitor only specific technology.

- **What are the major differentiators between your product/solution and those of your primary competitors?**

Competitors are either relatively new to the market or have focused specifically on supporting individual technologies or Clouds. The RMP, on the other hand, has taken a completely vendor neutral approach which has enabled a broad range of Service Providers

to adopt the platform regardless of which technology they have chosen for their replication or backup offerings.

- Please supply any supportive quotes and/or case study materials to demonstrate the value of this product/solution to your customers/partners.

This product is critical to channel partners and services providers as they have a defined and substantial need to be able to manage a multitude of complex and distributed DR technologies. By enabling a cohesive Resiliency Management Platform where support personnel, customers, and Service Providers can all collaborate, the management of the collective DR, DRaaS, and associated Cloud technologies within a hybrid delivery model the RMP drives these very unique competitive business advantages for Service Providers:

- 1) Support Cost Savings
- 2) Faster Hybrid Customer Engagement
- 3) Enablement of True Hybrid Cloud Capabilities
- 4) Broader Solution Suites

Supportive Quote:

“We knew that a fully managed disaster recovery program would be a key pillar in our growth strategy and customer solutions portfolio. Our Software Defined DRaaS program, built from market-leading technologies such as the Resiliency Management Platform, leverages unique platforms, capabilities, and experience, positioning us with a truly differentiated capability around hybrid IT and DRaaS.” -- Shea Long, SVP Product, TierPoint

Customer Case Studies

1: Enabling Multi-Tenancy for Data Protection Solutions

The RMP brings a multi-tenant capability to the integrated on-premises, in-cloud, in-hypervisor, or in-system 3rd party data protection technologies. This allows Service

Providers and their customers to use existing, already deployed solutions and data protection technologies that are both on-premises as well as in the Cloud.

2: Unified Access for Data Protection Deployments

Leveraging the RMP, with its inherent and powerful multi-tenant and multi-instant capabilities, allows for all of the deployed DR technologies to be managed and monitored from a single pane of glass (or API). Further enhancing this feature is the ability for the RMP to leverage its reporting, monitoring, SLA, and alerting capabilities so that not only are technologies accessible from a single portal, but they are being monitored and reported on automatically.

3: Secured Multi-Tiered Communication to Restricted Hypervisors and Private Cloud Deployments

Through a multi-patented deployment model, the RMP is able to provide secured communication into the hypervisor level both on-premises (or within a private Cloud deployment) and directly into shared and Public Cloud infrastructures. Support personnel and customers issue pre-defined commands or business logic instructions to hypervisor level technologies anywhere.

4: Orchestration Across Diverse Technologies

The RMP has robust orchestration and communication capabilities using RunBooks that have the ability to coordinate with multiple software solutions, deployment models, and technologies simultaneously, including a variety of custom software (e.g. 3rd party), as well as external appliances (e.g. EMC RecoverPoint VM, VMware, others). This allows for the coordination of disaster events to be executed in a highly structured, intelligent, and orchestrated manner.

Why nominee should win

- o **Market Changing Impact:** Leveraging the RMP for delivery of DRaaS has changed the global DR delivery landscape.
- o **Elevation of Service Provider Capability:** The RMP and Mr. Goddard have been instrumental in elevating the capability of service providers globally, and have increased the number of enabled delivery organizations.

o Creation of Industry Leaders: Through the RMP, several DRaaS leaders have been created including multiple organizations recognized as leaders in the Gartner Magic Quadrant for DRaaS delivery.

Innovative Leadership: Features and capabilities developed for the RMP have defined many competitors' go-to-market strategies, essentially defining the DRaaS landscape.