

NetBackup Self Service

Deliver backup-as-a-service (BaaS) powered by a market leader

Data Sheet: Data Protection

Overview

Whether offering backup or recovery services to external customers or to internal users through an IT Self Service model, Symantec has the tools to get you there.

Symantec NetBackup™ Self Service offers large enterprises and service providers a single “store front” for all backup and recovery service offerings. Customers and business users can perform self-service backup and restore operations using intuitive, custom-designed interface themes. A single instance supports the registration of multiple tenants or business units to allow secure separation between clients. Codeless, visually-designed forms and process workflows cater to most self-service needs. Service Level Agreement (SLA) measurement, notification, chargeback, and reporting make it easy to manage the service.

NetBackup Self Service delivers these benefits:

- Launch your own backup-as-a-service with self-service backup and restore capabilities
- Leverage economies of scale with a multi-tenant NetBackup environment and role-based access
- Increase visibility with on-demand reporting and streamline the billing process with chargeback capabilities
- Achieve faster time-to-value with an end-to-end backup and recovery service that is easy to install and includes software upgrades, maintenance and support – and integrates with existing self-service portals

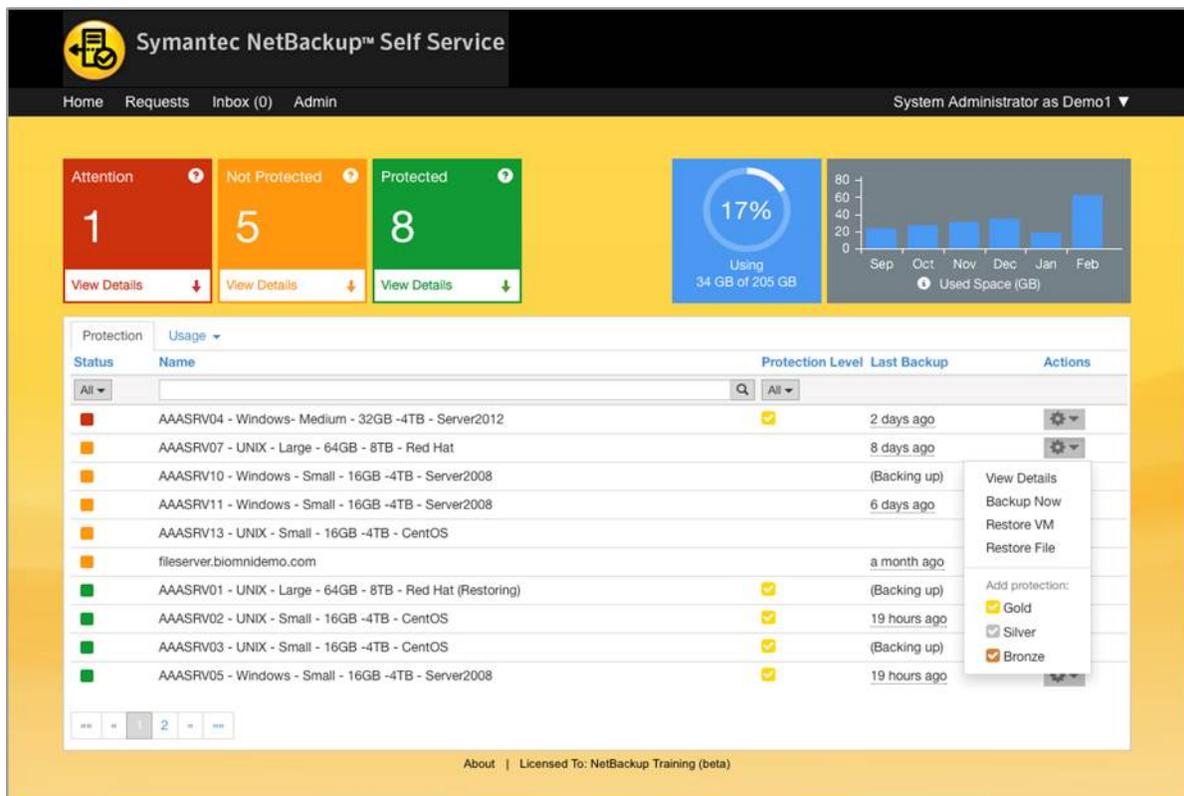


Figure 1: With the touch of a button, your self-service users can manage their own machines to create backups and restores of files as well as complete virtual machines.

The NetBackup Self Service console allows you to easily:

Capability	Description
Backup	<ul style="list-style-type: none"> Browse and view protected machines Select new machines for protection Define backup policy templates for users
File restore	<ul style="list-style-type: none"> Search or browse items for restore View restoration progress in real-time
Machine restore	<ul style="list-style-type: none"> Browse existing backup images Select machines for restoration View restoration progress in real-time
Manual discovery (default configuration)	<ul style="list-style-type: none"> Supports all NetBackup policy types Flexible configuration options: <ul style="list-style-type: none"> Manage all of a tenant's backup needs or provide "restore-only" services based on manually-maintained backup policies
Auto-discovery (requires connection to VMware's vCloud Director)	<ul style="list-style-type: none"> Auto-discover and report on virtual machines (VMs) from the main console Provide separation between tenant's machines Allow each tenant to manage their own backup policy creation and restores
Service management and measurement	<ul style="list-style-type: none"> On-demand reporting (including chargeback reports) Capacity license metering

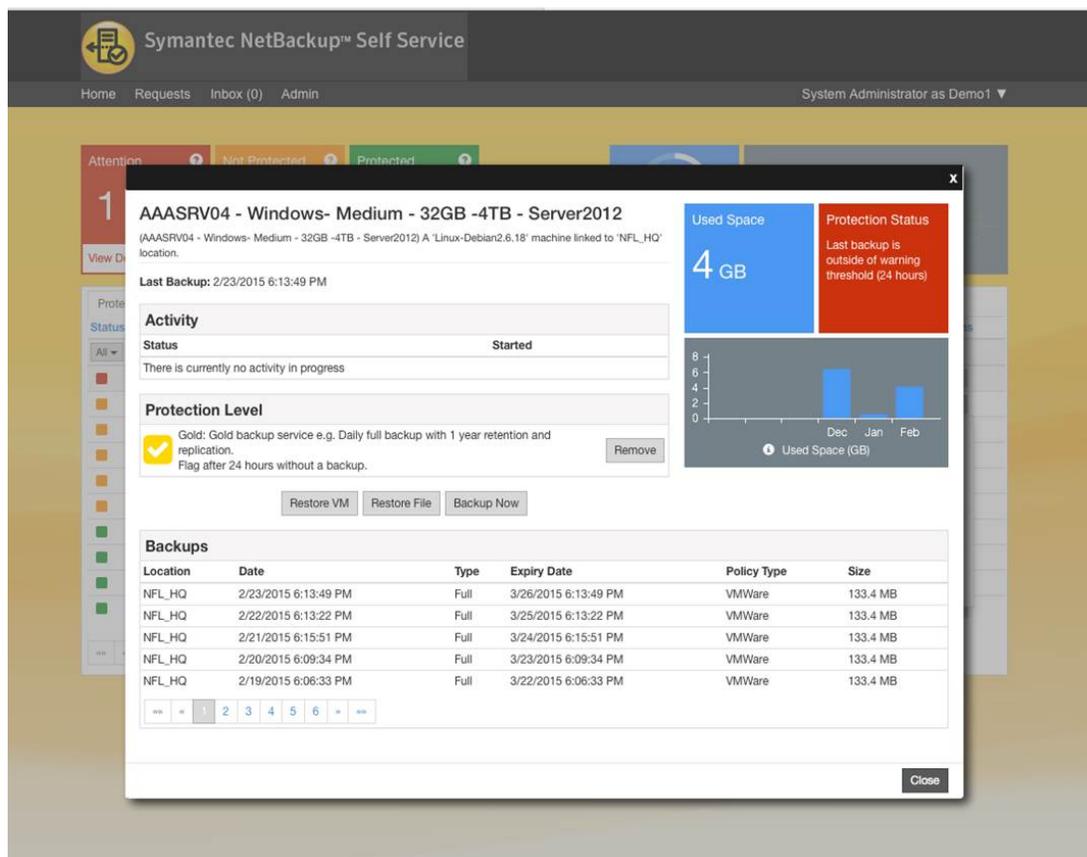


Figure 2: Within the portal, administrators can view details of backup status and history of a specific VM and generate utilization reports.

NetBackup Self Service also delivers a range of benefits to Service Providers:

You need a data protection solution that can keep pace with the rapidly-changing needs of your customers. NetBackup Self Service offers highly scalable backup and recovery for IT-as-a-service (ITaaS), public and private clouds with on-demand, self-service access for your customers.

Benefit	Description
Improve productivity	<ul style="list-style-type: none"> Reduce the amount of time spent on chargebacks and avoid the in-house development costs of a build-your-own solution Empower your customers to perform their own restores and free up your IT resources to focus on other mission-critical initiatives
Increase revenue opportunities	<ul style="list-style-type: none"> Better estimate customer acquisition and growth by more accurately and competitively pricing your BaaS with separate levels of service for price predictability
Reduce hardware costs	<ul style="list-style-type: none"> Reduce the cost of having separate devices by setting up multiple instances of NetBackup (via multi-tenancy) utilizing the same infrastructure
Mitigate risk	<ul style="list-style-type: none"> Reduce the number of SLA violations that are the result of your team's response times to backup and restore requests by providing customers with self-service access

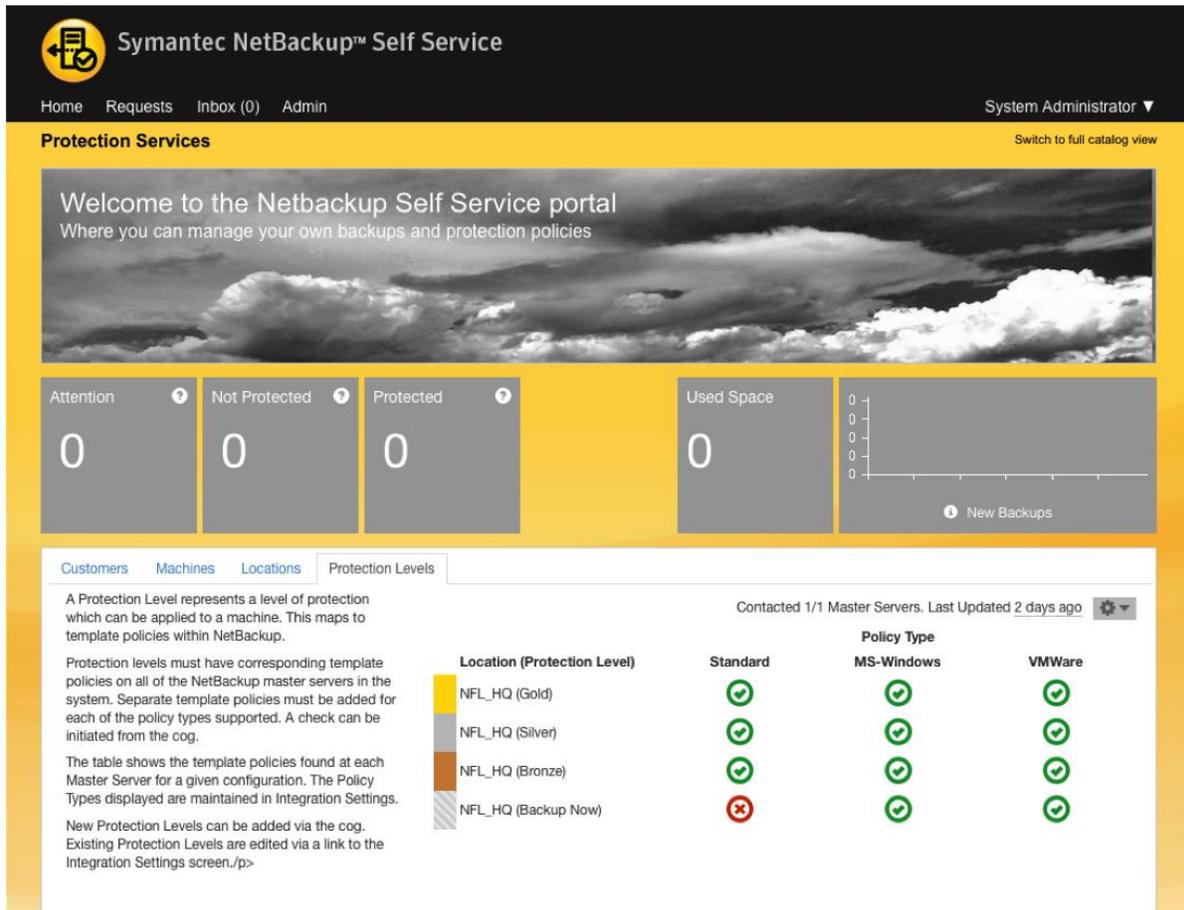


Figure 3: Easily customize the portal. Also connect to Remote Management Monitoring (RMM) and Cloud Service Management platforms such as Parallels and Kaseya.

*Market leader: Gartner. "Market Share Analysis: Enterprise Distributed System Backup/Recovery Software Market, Worldwide, 2013" Dave Russell, et al., May 14, 2014.

More Information

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About Symantec

Symantec Corporation (NASDAQ: SYMC) is an information protection expert that helps people, businesses, and governments seeking the freedom to unlock the opportunities technology brings—anytime, anywhere. Founded in April 1982, Symantec, a Fortune 500 company operating one of the largest global data intelligence networks, has provided leading security, backup, and availability solutions for where vital information is stored, accessed, and shared. The company's more than 20,000 employees reside in more than 50 countries. Ninety-nine percent of Fortune 500 companies are Symantec customers. In fiscal 2014, it recorded revenue of \$6.7 billion. To learn more go to www.symantec.com or connect with Symantec at: go.symantec.com/socialmedia.

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