CloudRecovery FAQ

Meet CloudRecovery

RapidScale's disaster recovery and business continuity services focus on securing your data and ensuring minimum downtime. We ensure that in the event of a disaster your business applications and data will be safe and accessible. RapidScale's CloudRecovery platform runs on top of our state-of-the-art secure infrastructure located in data centers throughout the world.

CloudRecovery Options

You can choose to build your CloudRecovery solution based on our CloudFailover packages that include both Disaster Recovery and High Availability options. Customers can also pick their CloudFailover Server based on CPU or GB of RAM, implementation preference, and whether or not they want the solution to include full RapidScale management. You can also opt to add CloudStorage.

Frequently Asked Questions

Why is disaster recovery important?

Today's business environment is heavily reliant on technology and business applications, much more so than at any point in the past. The inability to access key applications and data for a matter of days due to a crisis could put a company out of business. Our disaster recovery solution ensures that business applications and data will be safe and accessible, no matter what.

Who is a good fit for CloudRecovery?

CloudRecovery is especially important for companies that run physical servers on-site, companies that live in areas affected by national disasters, and companies that are heavily reliant on their data.

What is the difference between CloudRecovery and a traditional backup plan?

The main benefits of CloudRecovery stem from using outside, higher functioning cloud resources for data center synchronization. Improved technology has made recovery systems more flexible, cost effective and automatic. RapidScale's CloudRecovery can help a business recover from a disaster in minutes or hours, rather than days or weeks. It is our premiere disaster recovery and business continuity product that ensures customer data is available in the event of a crisis, whether it's a flood, fire, rogue employee, power outage, etc. It allows businesses to keep their production servers, storage and applications on-site but add off-site servers for backup and disaster recovery in secure infrastructure that we own. There are many differentiators including scalability, reliability, recovery and peace-of-mind. We have a 100% uptime guarantee and a reliable team that offers 24x7x365 monitoring and support. You pay only for what you use with our pay-as-you-go plan, which can work for businesses both large and small. Our infrastructure resides in Tier 3 Class 1 data centers, which provide the highest level of availability and have multiple advantages over customer-based or lower-tier data centers. CloudRecovery provides support for multiple operating systems and uses enterprise-level NetApp for backup. RapidScale recovery testing and de-duplication allow for the fastest RTO in the industry.

How is my data protected?

RapidScale's data centers feature on-premises security guards, an exterior security system, biometric systems including palm scanners and security scanners, and continuous digital surveillance and recording. We meet and exceed standards including the majority of government security standards. With CloudRecovery, you are working with a team that offers 24x7x365 monitoring and support for your system so you can always have someone to turn to with questions and concerns.

What is CloudRecovery with failover?

RapidScale's premier disaster recovery and business continuity product, CloudRecovery with failover, equips customers with the tools they need to ensure their mission-critical applications are available to their users during any type of crisis — floods, fires, power loss, server failures, rogue employees, etc. — that can occur at the customer's premises. Failover can bring an organization back online within a matter of minutes in the event of a disaster. Perfect for business- critical data and applications, failover makes business continuity accessible for organizations of any size.

> "CloudRecovery eliminates upfront costs and saves on pricey equipment and maintenance, giving you a solution that will protect you effectively."

How fast is recovery?

Our recovery and de-duplication testing allow us to have the fastest Recovery Time Objective (RTO) in the industry, getting businesses back up and running in minutes or hours, not days or weeks. When deciding on your CloudRecovery package, you have the option to choose an RTO of less than 4 hours, or an RTO of greater than 24 hours. This will depend on the requirements of your business, and price will vary.

What technology powers CloudRecovery?

CloudRecovery is backed by one of the most advanced Storage Area Network systems in the industry, NetApp. With its own proprietary file system and fiber channel network, our SANs offer some of the best performance and redundancy available. RapidScale's RAID configurations ensure a fault tolerance of no less than two disks, which offers one of the highest levels of availability while still offering blazing performance.

What type of control do I have as a customer?

RapidScale has a Control Panel that gives the administrator access to the CloudRecovery services. The Control Panel is accessible from any device with an Internet connection. It can be used to assign additional computing resources (such as CPUs and RAM) to the shadow servers and move them into production mode, and to initiate recovery.

What type of compliance measures are in place?

RapidScale's infrastructure is designed to allow businesses to meet and exceed standards including HIPAA, PCI, Sarbanes-Oxley and many more. We have established our data encryption, protocols and procedures to follow the top compliances and ensure that customer data remains secure and confidential.

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Do I have to be a large business to use CloudRecovery?

No – you don't have to be an enterprise-size business to design the right plan with our solution. With the lowest total cost of ownership (TCO) in the industry, your budget won't get in the way of safeguarding and recovering your data. CloudRecovery eliminates upfront costs and saves on pricey equipment and maintenance, giving you a solution that will protect you effectively.

Do I still receive support during an outage or service interruption event?

Yes. If you're experiencing an outage, however, the first step is to ensure it's not an Internet Service Provider issue, or other connectivity issue. If you've verified that everything on the connectivity side is all good and well, you can call RapidScale's Cloud Support team so we can escalate your issue to the appropriate team member.

Is the service managed or unmanaged?

Your business information is stored in infrastructure managed and operated by RapidScale, if you opt for fully managed CloudRecovery. You receive the resources via the Internet. While you don't manage the physical infrastructure yourself, you can manage the service through our Web-based Control Panel, and initiate recovery at the time of a disaster.

What's included if I opt for managed CloudRecovery?

The managed solution includes the following: facilitated migrations, storage management, active monitoring of servers, server patches, server updates, license key management, and advanced management. This is all in addition to the base CloudRecovery features.

About RapidScale

RapidScale, a managed cloud services provider, delivers world-class, secure, and reliable cloud computing solutions to companies of all sizes across the globe. Its state-of-the-art managed CloudDesktop platform and market-leading cloud solutions are the reasons why RapidScale is the provider of choice for leading MSOs, VARs, MSPs, Carriers and Master Agents throughout the United States. RapidScale is not only delivering a service but also innovating advanced solutions and applications for the cloud computing space. RapidScale's innovative solutions include CloudServer, CloudDesktop, CloudOffice, CloudMail, CloudRecovery, CloudApps, and more.

For More Information Contact Us Today

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Connecting the Dots to the Cloud