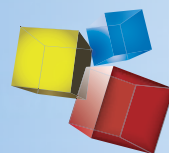


LiquidWare Cloud Backup:
Disaster Recovery for ShoreTel



TRANSCEND
UNITED TECHNOLOGIES
Your Blueprint for Simplifying IT

www.transcendunited.com



Rapidly restore ALL ShoreTel data

Your ShoreTel Communications System is the lifeline of your business—the lifeline to your customers, suppliers, future customers and everyone in between. LiquidWare Cloud Backup is an off-site, on-line network backup and restore service. The service can protect the entire enterprise—including your mission-critical ShoreTel Communications System.

With our Liquidware ShoreTel Backup Software, the LiquidWare Cloud Backup service is a proven, reliable, cost-effective method of protecting your communications applications. Additionally, the service supports your disaster recovery (DR) strategy by providing restores to warm and hot standby servers at the Transcend United data center. The LiquidWare Cloud Backup solution dramatically reduces the Recovery Time Objectives (RTOs) for your missioncritical data and servers.

ACCESS:

With either the warm or hot standby service, access to the data is available almost immediately upon restore through a VPN connection between your network and the Transcend United data center. Your end users can be redirected to either client-owned or our standby servers with minimum reconfiguration.

EASE OF RESTORE- During a restore, the ShoreTel system configuration and content can be restored to the last backup or any vaulted configurations.

- ShoreTel System configuration, voicemail, and other data can be backed up and restored individually. When a folder or object needs to be restored, it can be done so via a simple point and click graphical user interface.
- Backup—during the backup process, the file structure is scanned and all new and changed objects (e.g. CDR or voice mail) are backed up.
- ShoreTel Application Servers—supported objects include ShoreTel Director configuration database, voicemail, Auto-Attendants, CDR, logs, and the Shoreline Directory.
- ShoreTel V Switch—supported objects include Auto-Attendants and Voice Mail.

BENEFITS:

- Risk Reduction – the vulnerability of your organization having incomplete backups and/or tape damage is virtually eliminated.
- Disaster Contingency – the service has inherent disaster recovery capabilities, allowing you to manage risk within your business.



- Reduced Backup Times – only changed portions of a file are transmitted while compression further reduces the data size.
- Reduced Recovery Times – local storage of backed-up data ensures that restores can begin immediately and occur at LAN speeds.
- Ease of Future Planning – the service upgrades as your data grows.
- Productivity – by removing the tedious tasks of managing the backup and restore process, IT staff can focus on other business initiatives.
- Cost Effective – charges based on a monthly 'usage' – you only pay for the amount of storage that is used. There is a one-time fee for setup for the gateway appliance.
- LiquidWare Cloud Backup service can provide a full range of customized services for your ShoreTel Communications System that include DR Planning and warm/hot standby server configuration.

TECHNICAL SPECIFICATIONS

Backup:

- Stores a local copy of the backup
- All data is encrypted up to AES256
- Delta blocking reduces data requirements
- Multiple compression algorithms

Recovery:

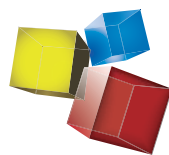
- Warm standby servers are available for restores (optional)
- Previous versions of data on LiquidWare Vault
- Portable Gateway/Data Store can be shipped to your site or backup site

Administration:

- Centralized management for logging, reporting and job monitoring
- NOC monitoring
- 24X7X365 support
- Annual Certified Restore Test for ShoreTel

About Transcend United Technologies

Transcend United is a global IT systems integration and managed services firm that simplifies communications infrastructures so companies can become more agile in adjusting to changing business needs, without overburdening IT staff. By simplifying the complexity and management of their IT investment, our clients improve their ROI and lower their Total Cost of Ownership (TCO). With an extensive partner ecosystem and having successfully delivered for our clients in over 40 countries, we deliver integrated best-in-class solutions, including on-premise or hosted solutions, that work across your entire geographic footprint. For more information, visit www.transcendunited.com or read our blog at blog.transcendunited.com.



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