

Apogee Backup and Disaster Recovery Services

Customized to the needs of your institution, Apogee Backup and Disaster Recovery (DR) Services ensures consistent backup, recovery, and restoration of systems, applications, and data.

Key Services Features

Feature	Detail
Backup Management and Monitoring	<ul style="list-style-type: none">• Industry-standard on-prem and immutable cloud backups• 24/7/365 monitoring of critical backup systems• Rightsized approach to address retention and security requirements matched to institution budget• Predictable monthly expense
Restoration and Recovery	<ul style="list-style-type: none">• Tiered, SLA-based recovery time objectives (RTOs) and recovery point objectives (RPOs) across the full range of systems (i.e., core to small footprint)• Data and application recovery, with failover charges incurred only if DR events occur• Remote workstation functionality, via virtualized environment, to maintain campus operations
Ransomware Recovery	<ul style="list-style-type: none">• SLA-based systems recovery and failback operations• Secure, isolated environment and malware assessment tools to evaluate persistence of infected data• Restoration of clean data with available point-in-time restoration capabilities• User acceptance testing (UAT) of individual systems
Testing	<ul style="list-style-type: none">• Regular scheduled testing of backups monthly, quarterly, and annually• DR site connectivity testing and monitoring• Annual restoration and validation of mission-critical VMs, plus functionality testing of critical components and systems (e.g., domain controller, ERP system)• Table-top DR simulations for failover/failback scenario testing
Reporting	<ul style="list-style-type: none">• Monthly, quarterly, and annually scheduled check reporting, along with quarterly DR plan review and consultation• Day-to-day functionality management

ABOUT APOGEE

Established in Austin in 1999, Apogee is a leading provider of managed technology services that enable colleges and universities to innovate to enrich the campus experience and foster student vitality. Uniquely positioned to serve higher education, Apogee supports a community of more than one million students and administrators at over 350 colleges and universities nationwide. The company's comprehensive portfolio includes Managed Campus (networks, managed IT, cloud, and security services), ResNet (residential networks), campus engagement and digital signage, and video services.

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