probax

Managed Data Protection Services

probax.io/mdps

veeAM
VCSP Reseller Ready
MSP Backup

You focus on growing your MSP, we'll focus on your clients' data protection needs

Proactively managing the protection of clients' data can result in a variety of challenges for MSPs.

It's a time-consuming service offering when you're monitoring, managing and testing to achieve compliance according to client data requirements and industry best practice.

Keeping technical engineers engaged is also tough when they're having to regularly complete mundane administrative tasks as part of the offering.

Discover what affordable managed data protection can achieve for your MSP.

OVERVIEW & PRICING

Our team of highly skilled and Veeam certified engineers, consultants and specialists will ensure that your clients' data protection and availability solutions are operating as required.

Most importantly, our team will ensure that your clients' critical data and systems are always readily available through regular monitoring and testing.

Probax's Managed Data Protection Service (MDPS) is available as a value add-on to our core data protection solutions - BaaS, AaaS, OSaaS, DRaaS, SaaS Protection and Veeam licensing.

Pricing is 20% of the total monthly spend on core data protection solutions and licensing (excl. taxes). The minimum service fee for MDPS is $500/month.

Managed BaaS Protection

✓ **Proactive** monitoring, maintenance and troubleshooting (within SLA hours) - for local and cloud backups

✓ **∞ Unlimited** Service Desk remote support (within SLA hours)

✓ **∞ Unlimited** escalation to specialist engineers and consultants (within SLA hours)

✓ **Discounted** professional services rates for adds, moves and changes or project work

✓ **Monthly** file-level test restores

✓ **Optional** object-level test restores

✓ **Monthly** reporting

✓ **Service Level Agreement** (SLA) and 6 monthly review of service performance and site documentation

✓ **Guaranteed Return On Investment** (ROI)

Managed DRaaS Protection

✓ **Proactive** monitoring, maintenance and troubleshooting (within SLA hours) - for cloud VM replication

✓ **∞ Unlimited** Service Desk remote support (within SLA hours)

✓ **∞ Unlimited** escalation to specialist engineers and consultants (within SLA hours)

✓ **∞ Unlimited** after-hours on call access for P1 disaster recovery events (24/7/365)

✓ **Discounted** professional services rates for adds, moves and changes or project work

✓ **Bi-annual** failover and failback testing included (additional testing options available)

✓ **Service Level Agreement** (SLA) and 6 monthly review of service performance and site documentation

✓ **Monthly** reporting

✓ **Guaranteed Return On Investment** (ROI)

Managed SaaS Protection

✓ **Proactive** monitoring, maintenance and troubleshooting (within SLA hours) - of Microsoft 365 and/or Dropbox backups

✓ **∞ Unlimited** Service Desk remote support (within SLA hours)

✓ **∞ Unlimited** escalation to specialist engineers and consultants (within SLA hours)

✓ **Discounted** professional services rates for adds, moves and changes or project work

✓ **Monthly** mailbox item test restores for Microsoft 365 (randomly chosen)

✓ **Monthly** file-level test restores for Dropbox Business (randomly chosen)

✓ **Optional O**neDrive and SharePoint test restores for Microsoft 365 (randomly chosen)

✓ **Monthly** reporting

✓ **Service Level Agreement** (SLA) and 6 monthly review of service performance and site documentation

✓ **Guaranteed Return On Investment** (ROI)

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Free Trial
probax.io/trial