Metallic Backup and Recovery with HPE

**Frequently asked questions**HPE INTERNAL USE ONLY

A cloud-native, future-proof Backup-as-a-Service

# What is Metallic?

Metallic is a Commvault venture, a division of the company dedicated to providing next generation software-as-a-service data protection. Metallic delivers Commvault’s core technology simply through the cloud. Our customers login online to access to manage the backup service and perform restores. Setup is hassle-free, and maintenance and upgrades are handled automatically.

# Can Metallic protect on-premises workloads?

Yes, Metallic can protect on-premises workloads and integrates with both HyperScale X Reference Architecture with HPE Platforms and HPE StoreOnce Systems.

# What are some of the use cases of Metallic DMaaS?

Use cases include:

1. Start with an on-premises Commvault solution, and add Metallic for SaaS protection of cloud workloads, O365 or for protecting your backup data outside your production environment in an air-gapped approach.
2. Start with Metallic and protect on-premises workloads.

Commvault and Metallic can be used together as a joint solution, with the ability to view Metallic through the same Commvault Console for a single pane of glass management.

# What workloads can be protected with Metallic?

Metallic has solutions to protect hybrid cloud environments, Microsoft Office 365 data and endpoints.

Supported data sources include:

* [Metallic® VM & Kubernetes Backup](https://metallic.io/vm-kubernetes-backup)
* [Metallic® File & Object Backup](https://metallic.io/file-object-backup)
* [Metallic® Database Backup](https://metallic.io/database-backup)
* [Metallic® Office 365 Backup Essentials and eDiscovery editions](https://metallic.io/office365-backup-and-recovery)
* [Metallic® Endpoint Backup Essentials and eDiscovery editions](https://metallic.io/endpoint-backup-and-recovery)
* [Metallic® Salesforce Backup](https://metallic.io/salesforce-backup)
* [Metallic® Backup for Microsoft Dynamics 365](https://metallic.io/dynamics365-backup)
* [Metallic® Government Cloud](https://metallic.io/government-cloud)

# How is data stored in Metallic?

Customers can get up and running on Metallic storage [in Azure or Oracle Cloud Infrastructure (OCI)] or leverage their own Azure, AWS or OCI cloud storage. With Metallic VM and Kubernetes Backup, Metallic File and Object Backup and Metallic Database Backup, users can also leverage their own on-premises storage for speedy recovery.

# Does Metallic integrate with HPE StoreOnce Systems?

Yes, Metallic has deep integration with HPE StoreOnce Systems and can leverage HPE StoreOnce as an on-premises backup target. When using HPE StoreOnce, customers can leverage HPE StoreOnce Catalyst protocol’s built-in security features like encryption, configurable backup data immutability and efficient data reduction technologies like source-side deduplication, compression, and replication. Commvault Metallic Gateways can also secure the secondary copies to cloud, which includes HPE Cloud Bank Storage, for long-term retention or archival purposes.

# Is Metallic available via both HPE Complete and HPE GreenLake edge to cloud platform?

Metallic SKUs are available via HPE Complete and will be made available through HPE GreenLake Cloud Platform in the future. Metallic can be viewed through Commvault console.

Metallic SaaS backup and recovery solutions are offered as annual subscriptions. Additional discounts are available based on committing to a specific volume with one of the annual plans for the lowest unit cost. Metallic (and Commvault) HPE Complete Pricing details are available on the [QuickSpecs](https://www.hpe.com/psnow/doc/a00008206enw?jumpid=in_lit-psnow-red) page.

# In which countries can Metallic be deployed?

Metallic is available in more than 30 countries and the number is growing.

Locations include: United States of America, United Kingdom, United Arab Emirates, Belgium, Denmark, Finland, Ireland, Germany, France, Spain, Austria, Poland, South Africa, Switzerland, Portugal, Norway, Israel, Italy, Luxembourg, Netherlands, Sweden, Czech Republic, Slovakia, India, Qatar, Singapore, Malaysia, Japan, Hong Kong, Brazil, Chile, Colombia, and Mexico.

To see the complete list of Azure and OCI supported regions, check the details [here](https://docs.metallic.io/metallic/147962_metallic_data_center_regions.html).

# Are there additional egress fees for data restores?

Ingress, egress, and restore fees are not applicable with Metallic. Customers just have to pay one, straightforward subscription cost – without any hidden charges. For those who prefer to use their own private cloud account for storage (and not Metallic), standard charges associated with this separate account may apply.

# Do private customers purchase Metallic® Government Cloud solutions?

Metallic Government Cloud primarily addresses the needs of federal customers but is also available for purchase by SLED agencies and private organizations who are running on Azure Government Cloud. While the majority of local and non-government agencies leverage the Azure commercial environment, there is a subset where Metallic Government Cloud may be a fit.

# What are the security features offered by Metallic?

Metallic offers the same security technology that Commvault has developed over 20 years: supporting secure outbound connections from your networks, encrypting all data and metadata traversed across networks, encrypting data at rest, and securing access controls to ensure only authorized users have access to data. Metallic is ISO 27001 and SOC2 Type II compliant.

# How does Metallic help protect and recover from a ransomware attack?

When a company is hit with ransomware, Metallic DMaaS helps to safeguard your backup copies, prevents the spread of an attack and allows you to recover lost data fast.

First, Metallic provides a backup method and storage locations that are highly resistant to ransomware attacks since they are offsite and store the data in a format inaccessible to typical ransomware. In addition, our detection capabilities can warn customers of an anomaly which could also be a potential ransomware attack. Metallic enables users to discern when datasets are being tampered with, deleted, or created. This gives direct line of sight into potentially infected datasets or malicious activities. From here, users can further investigate suspect files, quarantine impacted datasets, and uproot suspicious behavior before it can cause immediate or widespread damage. With granular recovery and global index, customers can find and restore what they need as quickly as possible.

# What FedRAMP levels has Metallic achieved?

The entire Metallic portfolio – Metallic® SaaS Backup and Metallic® Recovery Reserve™ – has achieved FedRAMP High Ready status.

# How fast can customers start protecting their workloads?

Generally, Metallic can be up and running within 15 minutes. However, with data ready and waiting to be backed up, we’ve had new users configure and run their first backup in under 7 minutes.

# How is customer support offered? What is the response time for incidents?

Metallic offers are covered by Commvault’s best-in-class remote support team, which can be contacted directly through the Metallic Hub via chat or email. Live agents are available 24/5 and critical support is available 24/7. Visit our [Support](https://metallic.io/support) page for details.

# Is there a free trial of this service for customers to evaluate?

A free trial is designed for your real world evaluation. Get it free for 30 days [here](https://metallic.io/trial). The account team can assist if the trial needs to be extended. The extension can be done through Metallic Salesforce or by sending an email to systems@metallic.io. The sales team will have to provide the client details to the account team for them to identify the Tenant ID on CV system.

# What happens to the customer’s data if he wants to unsubscribe to the Metallic service?

The customer will have to collect the data prior to cancelling the subscription. Usually, the customer would have a migration plan to move clients from one solution to another.

The data that has been protected by Metallic will be retained for the duration of retention or will be removed from the moment the customer cancels their subscription. Once the cancellation is requested, Commvault will delete the data within 60 days. For more information, check <https://www.commvault.com/legal/master-terms-and-conditions>.

Learn more at

<https://metallic.io/>