

veeAMON 2023

Lessons From the Field: Modernizing and Enhancing your BaaS & DRaaS Infrastructure



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25+ years

Delivering IT services

14+ years

Cloud and DR expertise

25+

Global regions

100%

Availability SLA

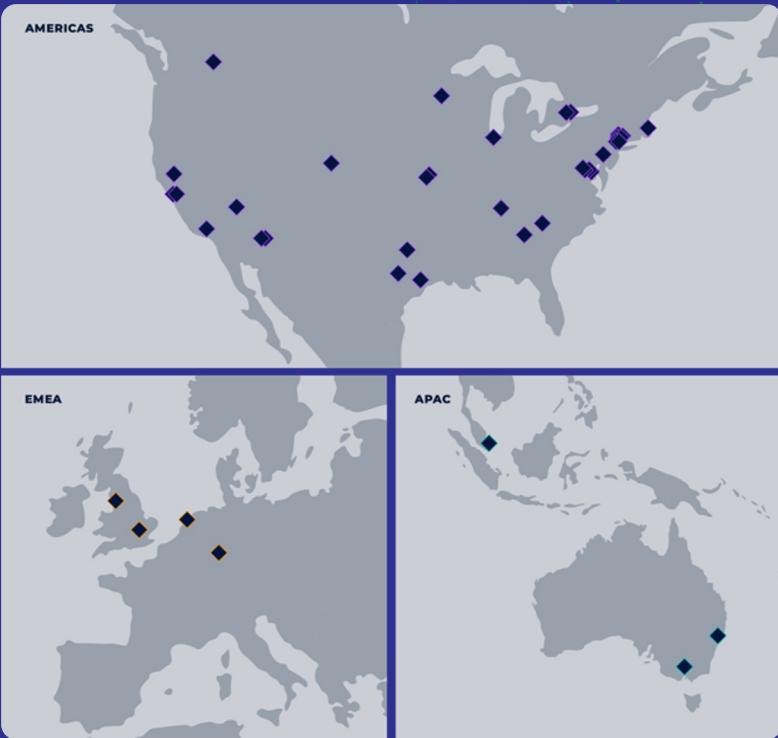
98%

Support satisfaction

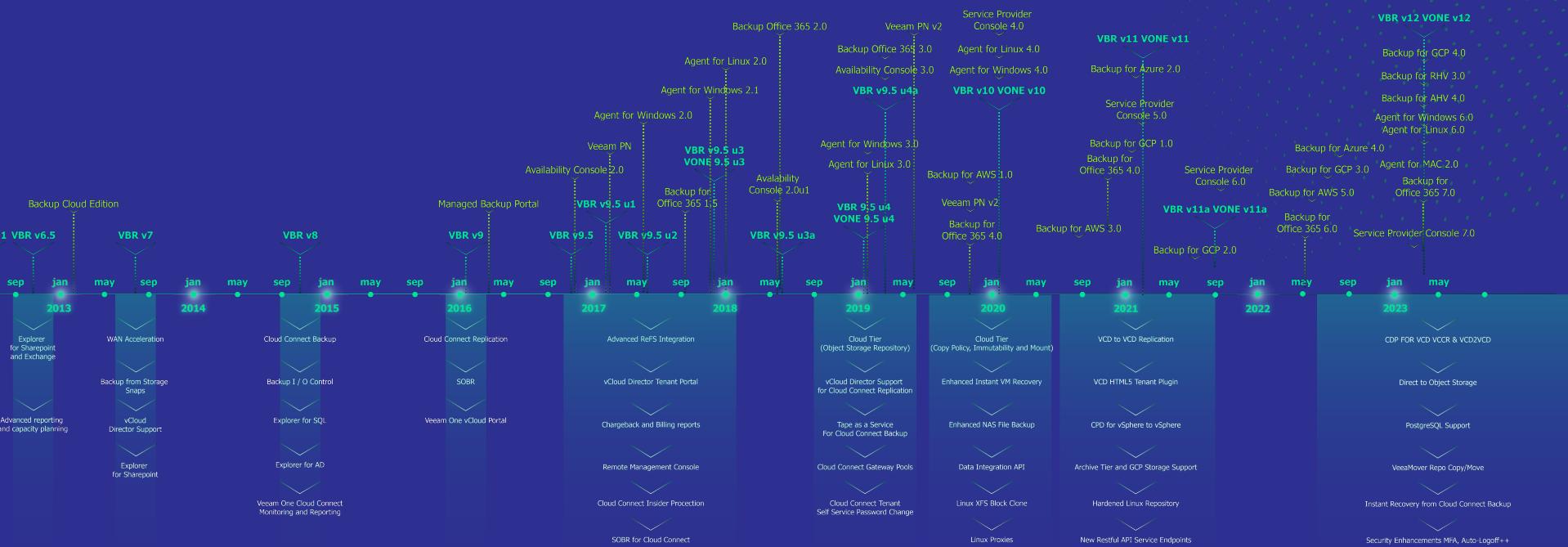
20+

ISO 27001
SSAE16

Certifications
and frameworks



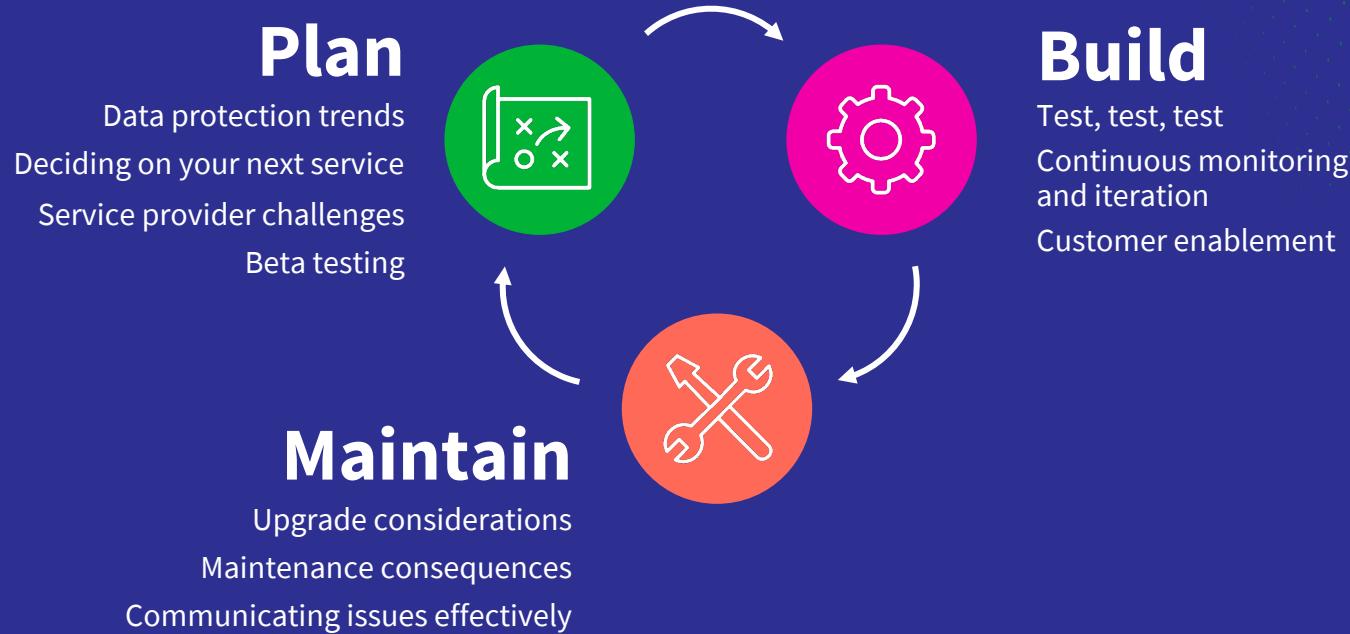
History of innovation



100% Dedicated to VCSPs with 10+ Years of Innovation

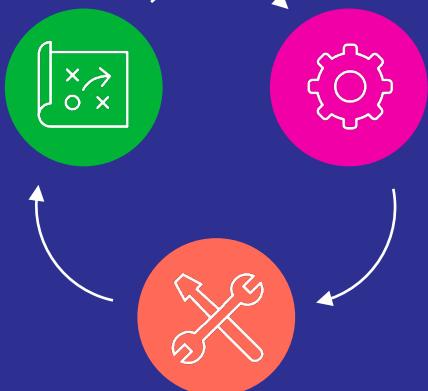
What does the typical Veeam-powered service lifecycle look like?

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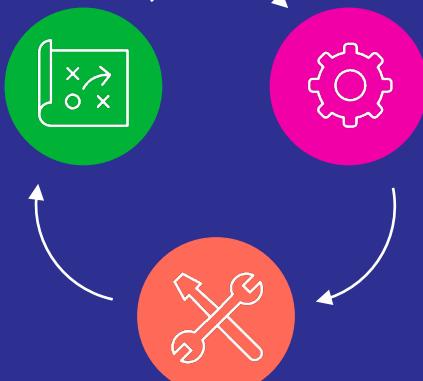
VCSP is a never ending, ever-expanding cycle

Off-site backup & DRaaS



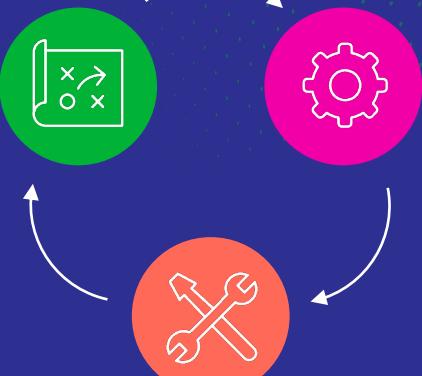
Veeam® Cloud Connect
Veeam Service Provider Console

SaaS Data Protection



Veeam Backup for Microsoft 365
Veeam Service Provider Console

Public Cloud Data Protection



Veeam Backup for AWS
Veeam Backup for Microsoft Azure
Veeam Service Provider Console



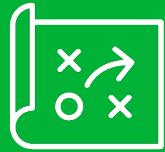
Plan



Build



Maintain



Stage 1 – plan





Plan



Deciding on your
next service



Service provider
challenges



Beta testing



Plan



Service provider challenges

Scale up and scale out:

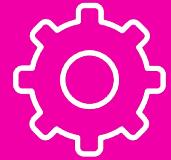
- More customers
- More locations

Not all products are available for VCSPs:

- Veeam backup for public clouds with continuous improvement
- Veeam Backup *for Salesforce*

Data protection market trends considerations:

- Immutability for all services and tenants
- Microsoft 365 backup forever retention

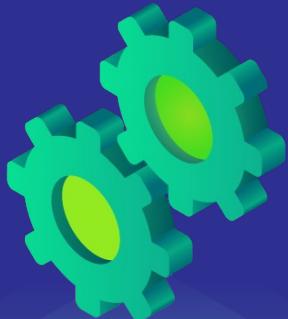


Stage 2 – install or upgrade





Build



Test, test, test – it's not just
for SureBackup®



Continuous monitoring
leading to iteration



Customer enablement



Build

Test, test, test – it's not just for SureBackup®

- **Feature testing** – can it do that thing
- **Integration testing** – can it do that thing with this other thing
- **Scale testing** – can it do that thing 1000 times at once





Build

Continuous monitoring leading to iteration

- Veeam Backup for Microsoft 365 architectures example
- Veeam guidance is subject to change, trust but verify
- Build with scale out in mind





Build

Customer enablement

- Establish an effective communication channel with your customers
- Build a knowledge base for your customers
- 11:11 Success Center





Build



11:11 Success Center

For DIY deep-divers who like finding answers.

I'm looking for...

Find product-specific help fast.



Cloud
VMware-based hosted infrastructure, integrated security, and built-in data protection.



Disaster Recovery w/ Veeam
Industry-leading DRaaS with Veeam replication.



Disaster Recovery w/ Zerto
Industry-leading DRaaS with Zerto replication.



Cloud Backup
Streamline backup management and reduce costs.



Microsoft 365 Backup
Automate backups, set policies, and retain full control.



Object Storage
Scalable, storage for long-term data retention.



Managed Security
Unified threat management, monitoring, and alerting.



Catalyst
Infrastructure discovery and analysis.



Console
Industry-leading cloud management platform.



Lab Engine
Cloud-based environments for training, demos, and proofs of concept.



Stage 3 – maintain





Maintain



Don't succumb to the pressure
to upgrade on day one



Maintenance consequences



Communicating
problems effectively



Maintain

**Don't succumb to the pressure
to upgrade on day one**

- Customers will always want new version support for Veeam Backup & Replication™ on day one (if not before)
- Baseline across VCSP industry should be a one patch minimum for production
- VCSP team will help guide you past that but then do your own testing cycle again





Upgrade guidance

1. Upgrade VSPC to V7
2. Upgrade EM, VCC and VBR servers





Maintain

Don't succumb to the pressure to upgrade on day one

- Upgrade lifecycle slide
- Customers will always want new version support for VBR on day one (if not before)
- Baseline across VCSP industry should be a one patch minimum for production
- VCSP team will help guide you past that but then do your own testing cycle again





Maintain

Communicating problems effectively

- Upgrade
- Upgrade
- Upgrade

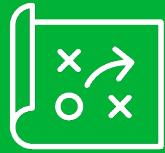




Fixing issues effectively (VB365 temp folder size issue)

- 11:11 got this issue on tenant bulk restores that temp folder is overfilled
- Initially solved via hotfix and registry key
- Now part of the v7 release PowerShell cmdlet:
<https://helpcenter.veeam.com/docs/vbo365/powershell/set-vboserver.html>





Stage 1 – plan





Plan



Better understand how well new features fits your business needs



Get to better know new features and well in advance



Leverage your Veeam SE to get your feedback heard by Veeam R&D

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And this cycle continues



Useful resources

Jim Jones Github

A screenshot of a GitHub repository page. The repository is named "k00laidIT / VeeamON2023" and is public. The main branch is "main". The repository contains a single file, "readme.md", which was created by "k00laidIT" on "7cd143d" (2 weeks ago). The file content is as follows:

```
Content for VeeamON 2023 MPS02 - Lessons From the Field:  
Modernizing and Enhancing Your BaaS & DRaaS Infrastructure  
  
Presenter Socials  
  
Jim Jones, Sr. Product Infrastructure Architect @ 11:11 Systems  
• Blog
```





Thank you!

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