

## Unitrends Forever Cloud

FREQUENTLY ASKED QUESTIONS

Protect your business from data loss and meet compliance requirements with effortless long-term retention in the Unitrends Cloud. Forever Cloud automatically and securely stores data for as long as you want, at one low cost.



### What is Forever Cloud?

Forever Cloud is effortless offsite backup to the Unitrends Cloud. This automated long-term retention management solution saves hours of IT time and ensures data is backed up and retained in compliance with RTO, RPO and regulatory requirements — without the manual hassles of tape.

Forever Cloud works with your on-premises Unitrends physical or virtual backup appliance. Data is automatically copied to the highly available Unitrends Cloud. Our purpose-built infrastructure is designed to keep backups for an infinite number of years. Simple, cost-efficient pricing and built-in automation reduce capital expenses and operating costs and make billing simple for MSPs.



## Can I choose my data retention times in Forever Cloud?

**Yes.** Forever Cloud is built to ensure that customers can cost-efficiently meet very long retention requirements while still taking advantage of the operational benefits of a cloud backup service. You have the option to retain data for 90 days, annually (1-7 years) or indefinitely.

By default, Unitrends retains the most recently completed backups, using the following long-term retention scheme:

- ✓ 7 daily backups
- ✓ 4 weekly backups
- ✓ 12 monthly backups and
- ✓ Purchased number or infinite



**Note:**

If no successful restore point exists in a given week, month or year, no backup will be kept for that particular retention period.

## Unitrends Forever Cloud



### Deep cloud and DR expertise

Unitrends has remained at the forefront of backup and cloud data protection for 30 years by listening to customers and introducing innovative technologies that anticipate and meet their needs.

### Invisible backup and cloud data protection

Purpose-built for long-term retention and disaster recovery, Unitrends Forever Cloud automates manual tasks, eliminates management hassle and delivers tested hardware and software resilience.

### Resilient protection built for the unexpected

Unitrends backup appliances and cloud are built with next-generation technologies, such as Helix self-healing backup. Our machine learning and predictive analytics technology proactively anticipates and resolves potential downtime threats before they happen.



## How is the retention service priced?

Forever Cloud pricing is based on protected data size. Simply choose the amount of on-premises protected capacity you want to replicate to the Unitrends Cloud for long-term retention. Forever Cloud retention is easily added to your [Unitrends backup appliance subscription](#).

Protected capacity is the maximum amount of data in your primary location (before it is compressed, deduplicated or backed up) that you want to protect. Forever Cloud can be purchased in 500GB increments on a subscription basis with upfront, annual or monthly payments. That's it. **No additional cloud storage fees, ever.**



### Example:

You have 10TB of primary data in your environment prior to backup. You want to back up all 10TB to the on-premises Unitrends backup appliance but only need long-term retention for 5TB of that data in the Unitrends Forever Cloud. Simply purchase 5TB of Forever Cloud. This model gives you the flexibility to pay only for what you want to protect in the cloud and nothing more.



## Can I seed my backups in the Unitrends Cloud rather than sending the first backup entirely over the WAN?

**Yes.** You can purchase Unitrends Rapid Seeding to reduce bandwidth usage and the time required to transfer the first backup to the Unitrends Cloud. This service is highly recommended for data sets larger than a few TBs. Seeding is available to customers in all regions.



## What recovery options are available for the Forever Cloud service?

Forever Cloud offers three recovery choices. They vary in terms of process, amount of data and recovery time.

### 01.

#### Disaster recovery for backup data

In the event of a sitewide disaster in your on-premises data center, Unitrends will ship you a backup appliance or a network-attached storage (NAS) device with your most recent backup data within 24 hours after the data is copied to the NAS device. This option is used when you experience catastrophic data loss.

### 02.

#### Self-service file recovery

Unitrends can recover files directly over the WAN from the Unitrends Cloud to your on-premises backup instance. Recovery times vary based on the amount of data and bandwidth capacity. This option is currently available for recovering files only.

### 03.

#### Optional disaster recovery services (DRaaS)

For complete DR services, you can purchase DRaaS for designated VMs or all of your Forever Cloud data. DRaaS allows you to spin up your VMware, Hyper-V or Windows guest-level backups in the Unitrends Cloud with service-level agreements for one-hour or 24-hour failover of applications and machines. Visit [unitrends.com](https://unitrends.com) for more information.



## What if there is an outage at the Unitrends Cloud data center? What kind of redundancy is built in?

Unitrends Cloud leverages a high-availability cloud strategy with redundant hardware. With these high levels of redundancy, customer data is always available in the event a restore is needed. Redundancy is maintained within the same country as the originating data center to ensure privacy.



## Where are Unitrends Cloud data centers located?

Unitrends Cloud data centers are located in the **United States, Canada, Germany, the UK, Ireland and Australia**. Customers in these regions may enroll in Unitrends DRaaS. Optional seeding services are available in all regions.



## How does Unitrends maintain data sovereignty and meet each country's privacy regulations? Will the customer's data remain in their geographic region or be at risk of cross-replication outside of the country?

Unitrends Cloud data centers are compliant with each respective country's privacy regulations and data housing policies. Data stored in the Unitrends Cloud will remain in the originating country and will not be replicated outside of the country.



## What certifications, regulatory and compliance requirements are supported by the Unitrends Cloud data centers?

The Unitrends Cloud simplifies compliance with industry regulations and helps your organization satisfy a range of compliance requirements, such as SOC 2, HIPAA and GDPR.

See [Unitrends Cloud FAQs - Safety, Security and Compliance](#) for more information.





## What happens if my protected capacity grows larger than what I've purchased?

Unitrends monitors the amount of protected capacity that is replicated to the cloud from the Unitrends physical or virtual appliance instance. If the protected capacity grows beyond the purchased amount, Unitrends will contact you to help you decide whether to:

- ✓ True-up to a higher capacity (sold in 500GB increments) in Forever Cloud
- ✓ Reduce the replicated data back down to within the purchased amount

### **Note:**

It is recommended that you build data growth into your Forever Cloud retention purchase decision to avoid frequent true-up situations. Your Unitrends representative can help you project data growth and choose the cloud storage size that best fits your organization or customer.



## Can I import existing long-term archives to the Unitrends Cloud?

**No.** Local archives will still need to be managed using your existing process. The seeding process for the Unitrends Cloud copies only as much recent data as necessary for the initial seed to be successful, minimizing bandwidth usage and seeding times. Seeding is available to customers in all regions.

### **Note:**

If you wish to use Unitrends to copy data to Google Cloud Storage (including Google Nearline), Amazon S3, tape or other local archiving storage, you can still do so while also copying data to the Unitrends Cloud. You should ensure that your local appliance is sized properly to handle the resource needs for both processes.



## Are there any prerequisites for purchasing Forever Cloud retention?

To leverage the Forever Cloud retention service, you must have the following:

- ✓ A Unitrends physical or virtual backup appliance in place for on-premises backups
- ✓ An active Unitrends subscription or support contract

Existing and new customers of Unitrends enterprise-class backup appliances can easily add Forever Cloud retention. The expiration date of the support contract and the Forever Cloud retention service subscription should be aligned to ensure support is in place for the entire service contract period.



## Can I terminate the subscription or support contract for my on-premises Unitrends backup appliance and still use the Forever Cloud retention service?

**No.** Your support contract provides you with support for both your on-premises backup appliance and cloud solution from Unitrends. Therefore, the on-premises support contract is required in order to use the Unitrends Cloud service.



## (Legacy) I already have Unitrends No Limits Cloud or Metered Cloud. Can I switch to the Forever Cloud Retention option?

**Yes.** You can trade in from your existing No Limits Cloud service to the Forever Cloud retention service. Please contact your Unitrends channel partner for assistance with the process.



Ready to get started with  
Unitrends Cloud?

**Contact us.**

## ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over 30 years of focussing on backup and recovery with next-generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting [unitrends.com](https://unitrends.com) or follow us on LinkedIn and X @Unitrends.

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