

Managed Backup & Disaster Recovery



Enterprise-Grade Data Protection Without the Hassle

What Is It and Why Do You Need It?

When servers go down or files are lost, every minute counts. Traditional backup solutions—tapes, disks, or cloud-only—are slow and unreliable. Recovery can take hours or even days, and in many cases, you risk losing an entire day's worth of data.

TPx Managed Backups solves this with a hybrid local + cloud design powered by Datto. Even better – TPx provides the backup appliance at no cost, eliminating expensive hardware upgrades. Every backup is stored locally for fast restores and replicated securely to the cloud for disaster protection. With frequent backup intervals, instant virtualization, and 24x7 monitoring, you get peace of mind knowing your systems and data are recoverable within minutes—not days.



Benefits

Benefit	What It Means for You
Less Downtime	Instantly virtualize failed servers locally or in the cloud so your team keeps working.
Less Data Loss	Hourly backups by default (as often as every 5 minutes available) shorten your Recovery Point Objective.
Stronger Reliability	Advanced screenshot verification ensures backups are bootable and recoverable.
Compliance-Ready	Flexible retention (1-year, 7-year, Infinite) and reporting to support audits.
Ransomware Protection	Immutable backups and rollback options mean you never pay a ransom.
24/7 Monitoring & Support	TPx experts monitor jobs, alerts, and appliance health around the clock.
Reduced IT Burden	Offload restores, updates, and troubleshooting to TPx.
Scales With You	Appliances and retention grow with your business—no rip-and-replace.

Available Features

Features	Description	Core	Optimum
Customer Support Center	TPx will provide remote support for backup-based issues	8am - 8pm ET	24/7
Hybrid On-Premises Backup Device +Cloud Backup Solution	On-premises backup device with replication and recovery to secure cloud environment for Windows, Linux & VMware systems	■	■
Off-Site Retention of Backups to Cloud Environment	Eliminates the capacity thresholds of an on-site device and allows customers cloud storage options with unlimited amounts of data in the cloud for 1 year, 7 year, or infinite retention	■	■
Backup Screenshot Verification	Automated verification of successful backups where backups boot as virtual machines, capturing the login page, to prove your data has been successfully backed up	■	■
Fast Failback Bare Metal Restore	Perform a Bare Metal Restore from the snapshot of the original backup chain, while further backup operations continue	■	■
Instant Virtualization	Ability to virtualize backed-up systems from on-premises backup device or from the cloud until on-site resources are restored	■	■
Bandwidth Optimization	Logical full backups only move incremental changes over the network, saving bandwidth utilization	■	■
Device and Cloud Audit Reports	Daily, weekly, and monthly reporting on assets being backed up, backup jobs success or failures, and screenshot backup verifications	■	■
Ongoing Maintenance and Rapid Replace	Our Managed Backup Support team will update software and facilitate 48-hour replacement of defective hardware under warranty		■
Self-Service Backup Administration	Customer is provided access to the Backups Admin Portal to configure and manage their own backup jobs	■	■
Managed Backup Administration	Our Managed Backup Support Team delivers comprehensive management, service administration and change control	+	■
Proactive Monitoring and Reporting for Backup Job Failures	Our Managed Backup Support Team is notified of backup job failure 15 minutes after first failure. After two consecutive one-hour failures Support will notify customer TPOC.	+	■
Configuration of Backup Jobs	Our Managed Backup Support Team will configure the backup frequency and retention schedules for local backup jobs as well as replication to the secure cloud environment	+	■
Configuration of Exchange/SQL Aware Backups	Application aware backups reduce potential for corrupted data on these critical systems	+	■
Configuration of Ransomware Detection	Scan of backups for detection of ransomware via analysis of the backup image	+	■
Reinitiate Backup Jobs in the Event of a Backup Job Failure	Our Managed Backup Support Team will re-initiate failed backup jobs within 1 hour during business hours. After-hours failures will be re-initiated the following morning	+	■
Recovery of FILE/FOLDER from Backups	Our Managed Backup Support Team will assist client with single file/folder restoration or complex restoration of directories as needed	+	■
Backup Restore Assistance	Our Managed Backup Support Team will assist client to deploy backup image in the event of a covered device failure	+	■
Disaster Recovery Virtualization	In the event of a covered device failure, the Support Team will assist client in initiating server virtualization on the on-premises backup appliance or from the secure cloud environment	+	■
On-Site Troubleshooting Assistance	TPx will dispatch a field technician to work on-site, along with the remote Support Team to resolve system issues	+	+

■ Standard feature

+ Additional time and materials charges apply

How It Works



Hassle-Free Setup – Get protected from day one. TPx handles appliance configuration, server connections, and secure cloud replication for you.



Always-On Protection – Your data stays safe with frequent, automated backups stored locally for speed and in the cloud for disaster resilience.



Peace of Mind 24/7 – TPx monitors every backup around the clock, verifies recoverability, and jumps in immediately if issues arise.



Recovery in Minutes – From a single file to an entire server, TPx restores what you need quickly – locally or in the cloud – so downtime is minimal.



Seamless Continuity – Once systems are repaired, we help you fail back smoothly and keep business running without disruption.

Customer Spotlight: LightHouse Gains Peace of Mind with TPx Backups

TPx provided a complimentary on-premises backup appliance, eliminating the need for expensive upgrades and simplifying data management for **LightHouse's** IT team. This minimized the burden on LightHouse's already stretched resources and ensured a familiar environment for their visually impaired staff who relied on assistive technologies compatible with the on-premises system.

“The physical backup box was a constant worry. TPx offering it for free was a game-changer.”

Why TPx?



Turn-Key Management:

Choose Core if you want to run jobs yourself, or Optimum for full TPx management.



Datto-Powered Reliability:

Best-in-class hybrid BDR appliances and cloud.



Proven Expertise:

TPx manages hundreds of backups with certified engineers and runbook-driven processes.



End-to-End Simplicity:

From setup and monitoring to restores and testing, we handle the heavy lifting.

Take the Next Step. Let us design and manage the right data protection strategy for you. Click here to visit [TPx.com](https://www.tp.com) today. See how our BCDR solution can restore your data in minutes.