



Kanatek Nuage Canada's Premier Cloud Storage and Integrated Data Management Solution

Frequently Asked Question (FAQ)

Find answers to common questions around Kanatek Nuage . For additional information on Nuage , please go to www.kanatek.com/cloud-solutions.

QUESTION 1

Q: To use Kanatek Nuage cloud solutions, do I need to implement Symantec Backup Exec or is that simply an option?

A: Kanatek's Nuage cloud solution does not require clients to implement Symantec Backup Exec. In fact, no specialized software or agents are required to be installed on the client's servers in order to use the Kanatek Nuage solution. For those customers who have already deployed Symantec NetBackup or Backup Exec, the Kanatek Nuage solution protects that investment and provides a cloud-based backup solution for those clients.

QUESTION 2

Q: Are free cloud services as good as paid cloud offerings? Please explain.

A: The short answer is no.
Some key concerns with "free" cloud offerings include:

- 1) Loss of custody and control – in exchange for "free" storage, users often have to relinquish ownership of their own data
- 2) No SLA's or guarantees to ensure timing or integrity of data recovery – most operate on a "best-efforts" basis
- 3) No control over where one's data resides - i.e. might possibly be cross-border, which could have foreign tax and legal implications

QUESTION 3

Q: Is my confidential corporate data safe while in flight and at rest in your cloud facility?

A: Yes, your data is compressed and encrypted on-site by the Kanatek Nuage appliance before transmission to our secure cloud facility. The data is fully encrypted at all times, conforms to AES256 standards and only you, the client, know the key! Furthermore, your data is securely stored in a Tier 3 Data Center in Canada – and not in a public cloud.



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QUESTION 4

Q: Is it true that local back-ups are better, because we can control our own data?

A: Not necessarily. Local back-ups do not allow for Disaster Recovery, while cloud-based backups allow for more efficient recovery of data.

When taking advantage of our Kanatek Nuage cloud solution:

- 1) The data is still within your control, as you own the data and the encryption keys
- 2) We can offer geographic redundancy – i.e. install a Kanatek Nuage appliance at second Data Center and point it back to the Kanatek Nuage cloud facility for recovery at your second site - this also satisfies regulatory requirements for offsite data storage

*Customers who suffer a catastrophic disaster at a single site almost never fully recover.

QUESTION 5

Q: I am not familiar with the term “agentless architecture”. What does this mean?

A: Agents or specialized software are not required to be installed on any of your servers, in order to take advantage of Kanatek Nuage cloud backup solution.

QUESTION 6

Q: Do you backup OpenVMS IA64 clients?

A: Unfortunately OpenVMS IA64 is not supported.

ABOUT KANATEK

Kanatek provides specialized on-premise and cloud-based services for safeguarding, managing, and supporting data infrastructure. Headquartered in Ottawa, Kanatek also has offices and a team of IT professionals in Toronto. Since 1982, with its extensive background and deep expertise, Kanatek has worked with IT departments across Canada, the United States, and Europe – delivering, supporting, and managing complex enterprise calibre storage, data management and server solutions. In addition, Kanatek also offers Canada's premier cloud storage and integrated data management solutions exclusively for Canadian businesses – continuing a 33-year history of unprecedented success in corporate data protection



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