

FAQ

Arrow Cloud Object Storage for Backup

Version 1.0, 2024



What is Arrow Cloud Object Storage for Backup?

Arrow Cloud Object Storage for Backup (ACOSB) is a cloud solution designed to keep customer's data safely stored in a cost-effective, flexible, and scalable cloud-based solution. Arrow Cloud Object Storage for Backup solution offers an extra layer of protection with immutability. Data is safeguarded in IBM Cloud, and it is possible to store data with long retention, making it possible to restore needed data from your own existing backup software. The ACOSB service offers customers a storage solution based on object storage from IBM there can be attached to any backup software with the S3 protocol in place.

Arrow Cloud Object Storage for Backup with immutability preserves the original data and protects from data loss due to malicious intent, cyber-criminals, and other actions occurring in bad faith. Data is prohibited from deletion as data is safeguarded by IBM, but viewable for your clients whenever needed. In addition, the object storage solution fits all backup types supporting S3 protocol, making it possible for companies to safeguard massive amounts of data.

ACOSB prioritizes security, offering features including default 256-bit encryption, multi-factor authentication, and immutability to safeguard data against unauthorized access and hacking threats.

The Arrow Cloud Object Storage for Backup is built on the simple and easy-to-use web interface, where storage accounts and buckets are managed and set up.

What is storage to backup software?

Storage to backup software plays a crucial role in safeguarding organizational data by facilitating efficient and reliable backup processes. The software is designed to seamlessly copy and archive critical information from primary storage systems to secondary storage, ensuring data integrity and availability in case of unforeseen events including hardware failures, data corruption, or cyber threats. Storage to backup software offer scalability and resilient backup strategies and thereby business continuity.

Where can I purchase and get started with Arrow Cloud Object Storage for Backup?

ACOSB is available on ArrowSphere, and you can get started and purchase directly from ArrowSphere, which can be accessed here:

<https://account.arrowsphere.com>

What are storage accounts – and how do I create one?

Your storage account is your unique account. In this account you can setup your storage accounts and deploy an unlimited number of buckets. In the portal where the storage account is managed, an overview is provided of storage accounts and buckets created along with their consumption. In addition, you are able to create multiple buckets with various IBM datacenter locations in the portal. This is particular useful for companies having multiple international departments and need to segregate access.

How does the bucket-system work?

Once you have received access to the portal from your partner and created a storage account, you can begin to create your storage accounts and buckets. Each storage account has an unlimited number of buckets from where unlimited amount of storage is available. Create a bucket with a unique username and add a simple name for easy identification. In addition, we highly recommend you add a short description of what type of data you use the specific bucket for, in order for you to better organize your data.

How many buckets can I create?

You can create unlimited buckets under each of your storage accounts. We recommend that you only create relevant buckets to categorize and organize your data. You can also create just one if that is what you need.

What are access keys?

Under each storage account you will need access keys to connect to your buckets. This can be created along with the bucket and will only be shown in the portal for a short period of time (15 minutes). After 15 minutes the access keys will be deleted automatically and removed from the portal. This is to create the safety of not being able to share or view access keys directly from the portal. You can have up to 3 keys per storage account to access your data. We recommend deleting keys and creating new ones regularly to make sure you rotate who has access and meet compliance best practices.

What is the minimum and maximum for storage TB?

The minimum billing unit is 1 TB. Meaning that if you consume 0.0 TB data you will be charged for 1 TB. Your storage account offers unlimited TB storage and charges are based only on the actual amount of TB utilized.

What is the pricing model?

The monthly rate for 1 TB of storage is divided by the number of days in the current month to determine the daily rate. Your daily charge is then calculated based on the rounded-up TB used each day per storage account. At the end of each month, we sum up the daily charges to calculate your monthly invoice. It is important to note that each storage account is subject to a minimum usage of 1 TB.

Consumption is added in full TB levels, examples:

- 2.9 TB equals 3 TB invoiced
- 1.4 TB equals 2 TB invoiced
- 0.9 equals 1 TB invoiced
- 0.0 equals 1TB invoiced

Consumption will be invoiced until the service is cancelled.

What is the ACOSB management portal?

The ACOSB service comes with a very simple and easy-to-use web portal. In the portal you get access to administrate your storage accounts, buckets, and your keys. For security reasons no data is available in the portal, only administration of the solution.

[GO TO MANAGEMENT PORTAL](#)

Does ACOSB protect cloud-based or on-premise data?

ACOSB protects both on-premise and cloud-based data. You can easily migrate your backup data with simple steps to Arrow Cloud Object Storage for Backup.

What security certificates and compliance are evolved around the ACOSB service?

Arrow Cloud Object Storage for Backup is developed by Anyccloud and delivered by Arrow and IBM. Data security is the priority, and the service is delivered in multiple IBM datacentres across the globe, which are all minimum tier-3 datacentres. IBM Cloud Object Storage offers flexible scalability with 99.99% data durability. This also ensures datacentres have multiple paths for power and cooling, including redundant systems that allow maintenance without the services being offline. IBM Cloud Object Storage is certified for ISO 27001, ISO 27017, and ISO 27018. IBM Cloud Object Storage and IBM datacentres are certified for SOC 1 Type 2, SOC 2 Type 2, and SOC 3. Furthermore, the EU datacentres are all GDPR compliant. We work exclusively with IBM for higher compliance and better security.

How do I get support?

Inside the web portal you will have a link to access, monitor and create a support ticket.

How do I get started?

Go to ArrowSphere and purchase Arrow Cloud Object Storage for Backup. Afterwards you will get direct access to the ACOSB management portal. With just a few clicks you get started and can create your storage accounts and buckets.

What is immutable storage?

Immutable storage is a safety feature making sure that data for a certain period of time is unable to be deleted. A majority of IBM datacenters have this feature and gives an extra layer of security against, accidental deletion and Malicious attacks. The immutability feature is based on WORM – ‘Write Once – Read Many’. You can choose a datacenter from the webportal supporting immutability. This has no extra cost.

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