collective

Delivering on the promise of technology

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Contract Agreement #PP-IT-233

Remote Managed Backup

Who we are

Collective Group is a recognized leader in providing enterprise-class IT services and solutions to large and mid-size companies worldwide.

Established in 1994, Collective was formed to address the growing complexity of IT technology through the active collaboration and sharing of the best minds in our industry.

We thrive on solving the hardest technology problems through our collaborative approach, proven methodologies, and proprietary automation technology to help you achieve your business goals.

Contact

Trey Davis, VP, Professional Services
Phone: 512-961-3582
Email: trey@collectivegroup.com
www.collectivegroup.com

120 S Lakeline Blvd.
Bldg. 1-200
Cedar Park, TX 78613
512-263-5500
Fax: 512-263-0606

Our Methodology

The Collective Group acts as an extension of your company's IT team—focused on ensuring that the critical data driving your business remains available when you need it. Our engagement begins by documenting the data protection environment, identifying and resolving any issues that prevent optimum backup performance.

Furthermore, Collective flips the traditional paradigm for delivering managed IT services. Instead of employing cheap, offshore resources, our team comprises high-level, onshore subject-matter experts augmented with intelligent automation technology that finds and fixes the majority of problems causing backup failure without any human intervention.

resolve — document — advise — improve — monitor — escalate

Features

Enterprise subject-matter experts
Your company receives the same esteemed expertise that Collective has delivered to OEMs such as Commvault, Dell Technologies, and Veritas.

RAMP™ technology
RAMP is a custom-built automation and reporting tool for enterprise backup technology that enables Collective to deliver unparalleled support and reporting.

Backup specialization
Most companies consider backups a critical function, not a core element to the business. Backups *are* the core business of Collective, making us a dedicated and highly focused solution to outsource your backup operations.

Data protection confidence
Collective has satisfied 100% of restore requests across all customers.

Benefits

Automated backup protection

Collective's extensive reporting capabilities supply peace of mind in knowing that your data is protected and available when you need it. Collective focuses intensely on running every single backup job to completion and delivering a comprehensive report each morning.

Automation ensures that your environment is ready for backup operations. Collective's RAMP technology checks your environment multiple times a day to ensure that when backups run, they run successfully. If a problem exists that our technology can't fix, then our subject-matter experts engage to get things up and running.

Any contact made with your team regarding issues happens during the business day *before* overnight backup operations—rather than waiting for the backup to start and fail at the point when your team is unavailable.

Solution customization

Collective helps you implement the best practices for your data protection needs by moving away from the one-size-fits-all solution offered by most outsourced IT companies. We customize our interactions, configurations, reports, and automation to your needs based on ongoing interactions with your team, and we are happy to adjust as necessary while engaged.

Extended IT team

Collective becomes an extension of your IT team, involved with efforts such as change management to proactively adjust the backup environment to accommodate upcoming changes. We don't operate as a separate entity; we integrate into your business.

Advisory consulting

Collective's extensive consultative history means that you're tapping into a solid and efficient resource for upgrading your environment. We've seen and designed nearly every possible enterprise infrastructure, meaning we probably already know the ins and outs of your environment—**making your backup more reliable and your engagement with us easier.**

Quick Stats

27 years	50.7 million	492 PB	99.987%	100%
of industry experience	backup jobs last year	of data protected last year	average client backup success rate	client restore success