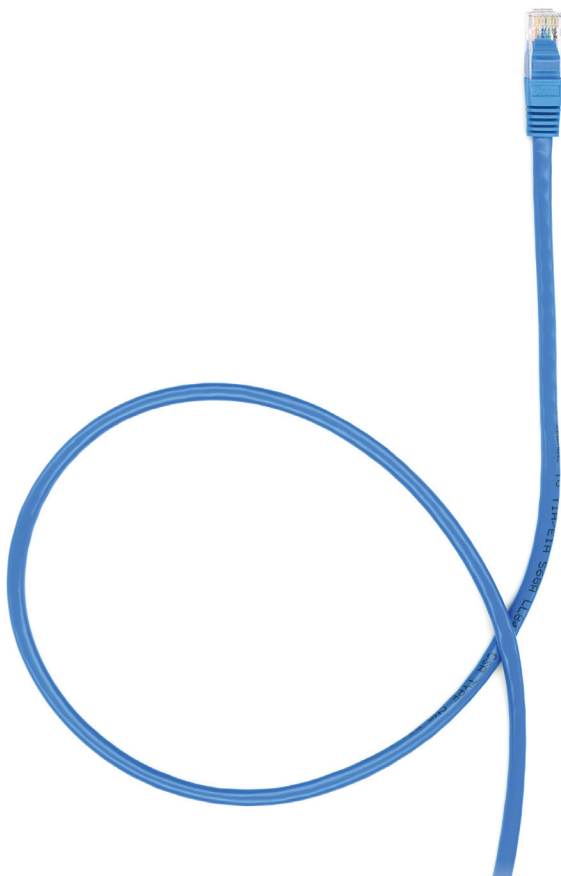


**Backup Systems offer a service that takes care of the entire backup process. The service is automated and fully managed, freeing you to get on with running your business. Your data will be backed up to our onsite appliance during the day and sent offsite to our secure data centre at night over your broadband connection.**



## **What is the advantage of the disk based appliance?**

Hard disks are more reliable than tape. Additionally the backup on the appliance is available to all computers on the local network, allowing anyone to restore their files very quickly.

## **Which operating systems can be backed up?**

Because our software runs on a separate appliance it is operating system independent, to date we have backed up machines running Windows, Linux, Unix and Apple Macs.

## **How many computers can be backed up?**

There is no limit, if the computer is on the local network it can be backed up.

## **How does a user actually get files back?**

Using the standard Windows Explorer utility. The appliance presents a Windows Share that the user connects to. The user will see a tree view with all their files.

## **How frequently are backups taken?**

That is entirely up to you, typically computers are backed up at the end of the working day, but the system can be configured to take an hourly “snapshot” if required.

**How much history is kept on the appliance?**

One month of file revisions are kept on the appliance. The appliance presents a complete tree view at each point in time a “snapshot” was taken.

**How much data can the system backup?**

That depends in part on how frequently the data is changing. Typically a unit is good for 500GB, we can use multiple units for larger amounts. For very large backups we will build a custom appliance.

**How is the data sent offsite?**

The data is sent offsite over your broadband connection. The system only sends the changes to files, keeping broadband usage down. The data is encrypted to a high standard before being transmitted.

**How long is the data kept offsite and where is it kept?**

One year of file revisions are kept offsite – longer by agreement. The data is on our server in a secure ISO accredited data centre to which we have 24x7 access.

**How do I access the offsite data?**

Via a secure website, you will be asked to provide login details and the encryption key when downloading files.

**Will I have to setup the system?**

We will set up the system for you. At this time we will agree which data areas on which computers are to be backed up, the frequency and schedule of both the local backup and the offsite of the data. Subsequent changes can usually be done remotely, for example adding another computer.

**In what sense is the system fully managed?**

We monitor the log files for problems. In the event of a problem with your backup that cannot be rectified by us, we will notify you as soon as possible.

**What about laptops and WI-FI?**

Laptops will be backed up when they connect to the network.

We can take a backup over WI-FI but it will be slower.

**What if I had a complete site disaster?**

We would supply a new appliance with your latest data on it.