



# OFFSITE CLOUD BACKUP

## WHAT YOU SHOULD KNOW

The data you hold and produce as a company is one of your most valuable assets and safeguarding this information in a reliable and secure way should be high on the list of priorities. Many companies do not realise the value of their data until it is too late, and others think that they have good backups, only to find them unreliable when needed.

### AFTER ALL:

Taking backups of your data is essential, but ensuring that these backups are secure is equally important, there is little point in using securely encrypted software and computers only to make a backup copy of the data onto an unencrypted CD at night

“Our data backup solution is Powered by Attix 5 software”



## Apples for Apples



The storage of data on the Internet or inside ‘The Cloud’ has never been more common, however online storage whilst suitable for pictures and personal documents is not the same as a remote backup solution. Factors such as the software used to transmit your data, the location of your stored data, the regularity of backups inside the cloud and indeed the trading history of the company you are entrusting to store your data should all be a consideration.



## Key features

- Telephone and remote support for all product features
- 30 day archiving and go back facility
- Full data retrieval in event of disaster included in the price
- Proactive monitoring and email alerts
- Secure UK data centers

## Frequently asked questions

### **Is the backup automated or manual?**

As long as the device with the software is turned on the backup will run automatically, you will be asked your preferred backup time at point of order confirmation, we would recommend this is either first thing or last thing in the day if the device does not remain switched on?

### **How long does the backup take?**

The initial backup may take some time based on the amount of data being transferred, thereafter the software will only encrypt and transfer new or modified files.

### **What happens to my data during and after the backup process?**

The data is firstly encrypted for security, before being transferred via the internet to 3 highly secure disaster recovery centres, all within the UK. The data then remains on the cloud based server with up to 30 archives available in the event of a retrieval requirement.

### **What happens if my backup doesn't run?**

There are various reasons this may happen; firstly the device may have been switched off, a backup will run the following day at your specified time. You may have exceeded your backup limit, in this instance we will have already attempted to make contact with you both at 95% of your capacity limit and when you eventually exceed your limit, once increased you will continue to backup. There is a software fault, we proactively manage our backup panel if you have not backed up, all support is covered and we will resolve this issue for you.