

A dramatic photograph of the Titanic ship's hull, partially submerged in icy, blue water. The ship's name "TITANIC" is visible on the side. The scene is set against a clear blue sky with a large, white iceberg in the background.

Connected
Office  **ONLINE BACKUP
& DISASTER RECOVERY**

They once called the Titanic “UNSINKABLE”...

The failure to safeguard critical data can be financially devastating for any business. Losing your own corporate data can be a significant setback to your everyday operations, but the loss of any customer data that was entrusted to you can have a very negative impact on your client relationships. Our **Online Backup (BU)** service ensures that your corporate and client data is backed up and completely protected, reducing the costs and downtime inherent in losing critical information.

With The Utility Company's backup services:

- All data is backed up and protected in vaulted, fully-redundant, offsite data storage facilities that feature mirrored server pairs.
- Data is transmitted using state-of-the-art 256-bit AES encryption - the same secure, reliable standard that financial institutions use for electronic transactions.
- Advanced data retention policies provide additional data security.

Our **Disaster Recovery** service offers a level of protection above purely backing up your data. Our service can make a complete copy of an entire server and restore that copy to any system required. This means that in the event of a major equipment or O/S failure, a complete replica of that system can be easily deployed without the need for complex configurations.

Combining both services, our complete **Backup & Disaster Recovery (BDR)** service offers your company the best protection available in a cost-effective package designed for the budget of the average small- or medium-sized business (SMB). Our BDR system protects against accidental deletion of data, data corruption, security breaches, hardware failure, loss of access as well as total loss of premises and equipment. It utilizes complete snapshots of your IT systems and data taken at intervals and stores them at a secure data center offsite. Using this type of technology ensures that in the event of any issues with your data, you can easily recover and have your systems back online **in as little as an hour**, as opposed to days or weeks. This allows your employees to get back to business. The data protection strategy is fully designed and managed by our certified engineers, so you have peace of mind in knowing that your business is completely protected...

Protect yourself against the “UNTHINKABLE”.

BDR Features & Benefits

PC Data Backup

- Data is backed up at least once per day (more often if stipulated)
- Includes the primary user's "My Documents" folder by default, others if required
- Deleted data is kept for 30 days
- Data is stored at the SAS 70 Type II certified Rackspace datacenters
- Data is available for retrieval 24/7 from the data center
- AES-256 encryption is employed during transmission and storage
- Backup data is available as a drive letter for easy retrieval
- Data files only – not applicable to active directory, exchange or MS-SQL databases

Server Backup & Disaster Recovery

- Snapshot imaging of entire systems that can be recovered in minutes (rather than taking hours or days for a traditional backup restoration)
- Ability to recover an entire system, single file or folder
- Centralized management of backup jobs, schedules, storage and reporting
- Includes onsite storage device for storage of all images
- Offsite replication of images for highest level of protection (requires suitable internet connection speed)
- Ability to restore to the same hardware, new hardware or a virtual machine for the highest level of availability
- Backup files are fully encrypted for security and transmission

Imaging options include:

- Full backup
- Incremental backup
- Differential backup
- Microsoft Volume Shadow Copy Service (VSS) support

Restoration options include:

- Bare-metal restore
- Universal Restore option for recovering to dissimilar hardware
- Data recovery to different host or destination
- Single file or folder restore

Minimum System Requirements

- Microsoft Windows 2003 Server R2 or Service Pack 1
- Microsoft Windows 2008 server
- Intel Pentium 1.5 GHz or faster processor
- 512 MB RAM
- 750 MB free hard drive space

How Protected Are You?

The security of your data is of utmost importance to us. After all, with BDR, you are proactively paying to insure against any losses, much like you would with traditional insurance. Our redundant bi-coastal data centers connect to multiple redundant carriers forming a fail-safe network. So, in the event of a fiber cut, service outage, or a regional disaster that affects or shuts down a carrier or even an entire data center, the network remains intact and operational, meaning your data is always accessible.

Power Protection

Our data centers use Uninterruptable Power Supply (UPS) battery systems, as well as N+1 emergency generator configuration to ensure that off-site servers storing your data are continuously powered.

Fire Protection

The data centers use waterless FM200 Gaseous Fire Fighting Systems to protect against fire and eliminate potential damage from traditional fire safety systems. The gas used by the FM200 System is rated for use in active electrical environments because it has no electrical conductivity. The FM200 System meets environmental standards, leaves no residue, and is approved for use in occupied spaces.

Environmental Protection

Temperature and humidity controls are continuously monitored and performed by full data-grade HVAC systems using advanced hot & cold aisle containment. These highly efficient systems are designed to separate the cool air supply from the hot air exhaust. The hot exhaust is immediately captured at the point of origin and instantly cooled via return through the cooling system, thereby protecting the hardware containing your data from changes in temperature and humidity.

SAS70

SAS70 Type II Certification means that the data centers satisfy the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA). The AICPA is widely recognized as the gold standard when it comes to assessment of effectively designed operational controls & activities. These data centers have SAS70 Audits performed annually to ensure they maintain optimum standards of performance.

CONNECTED OFFICE® 4.0	ONLINE BU	BDR
Fully Secure Encrypted Backup	✓	✓
Files and Directories	✓	✓
Incremental backups to minimize space required	✓	✓
Active Directory / Exchange / SQL	N/A	✓
Bare Metal Restore of complete servers	N/A	✓
Virtualization of images	N/A	✓

The Utility Company is one of the only MSPAlliance-Accredited Master MSPs (Managed Service Providers) in North America.

As a Connected Office customer this means your technology & your data are entrusted to Accredited Technology Professionals.

