

fileSECURE

fileSECURE is Ward Goodman's off-site back and recovery service.

Like it or not, we have become dependent upon the data on our computers. Accounts, contacts, e-mail and letters – we need them all and we need them NOW! So what would happen if one of YOUR computers fell ill?

According to The Business Continuity Institute **80%** of businesses suffering a major disaster go out of business within 13 months. Furthermore, PriceWaterhouseCoopers research states that **90%** of all companies encountering a computer "disaster" with no pre-existing survival plan go out of business within 18 months. Is such a tragedy worth the risk to you?

With fileSECURE your data is automatically held away from your normal place of work, so if the worst happens all is not lost. What's more, your data is encrypted using a key which only you know – it cannot be viewed by anyone without that key. Encryption takes place before it leaves your computers ensuring maximum protection right from the start.

The fileSECURE backup service happens automatically during the night. It takes no time out during the day, there is no tape to remember to change, no logging of backup IDs, it's simplicity itself.

Restoring your data is simple too. You can restore all your data, or any specific file(s). You can place them in their original location, or you can restore them to somewhere else. Flexibility and simplicity are the name of the game here. We're very aware that it can be a very stressful time when you do need to restore. Rest assured that we'll always be pleased to help and remove that stress from you.

Would you spend just 30p to save your business? *

Gb	Silver	Gold	Platinum
0.5	£6.00	n/a	n/a
1.0	£9.75	£19.50	£39
2.5	£15.75	£31.50	£63
5.0	£19.75	£39.50	£79
10.0	£24.75	£49.50	£99
20.0	£39.75	£79.50	£159
40.0	£69.75	£139.50	£279

Charges are monthly per gigabyte band limit, exclusive of VAT

* based on 30p per day in a 20 working day month for 500Mb of data using fileSECURE Silver

We've kept it simple – there are three services to choose from: Silver, Gold and Platinum...

Silver

Backup as often as you want, e.g. hourly, daily, weekly – it's totally your choice.

Keep the data for as long as you want. We will always retain a complete set of your most up-to-date files but old copies of changed files can be kept for as long as you like as you choose the retention period.

Extra Safety. As an additional security measure we also backup your encrypted data every night to protect against the unlikely event of one of our servers failing. Your data is not just safe – it's double safe.

Dedicated server resources. We allocate server resources just for you. There is no way your data can be mixed up with anyone else's.

Gold

All the same great facilities that Silver offers, but also has the benefit of a monthly copy of your data being put on to CD or DVD which is sent to you to keep for as long as you like. This is particularly useful if you might want to restore, perhaps your accounting data, from a particular date which is no longer held on the backup server.

Platinum

As with Gold, the Platinum service offers the same robust service that Silver has to offer but this time we take a copy of all your precious data and send it to you every single week. This service maximises flexibility, and as we will produce your copy on the day of the week you request too, it really gives you a high level of control.

Example 1

Situation

Dave is a one-man-band. Like many business owners he totally relies on e-mail and word processing documents. Dave realises that one day he may well have computer problems or he may just accidentally delete a file and want to retrieve it. Dave has a computer which runs the Microsoft Windows operating system. He has a 160Gb hard drive.

Resolution

Whilst Dave has a fairly large hard drive there is lots of free space on it. He doesn't need to backup the Windows operating system because even if he had a total disaster he could re-install that on a new hard drive or buy a new computer with the operating system already on it. All of Dave's programs do not need to be backed up either – they too can be re-installed.

Dave has a fairly typical 45Mb of e-mail items (including attachments) and 42Mb of word processing documents. This only equates to a total of 87Mb. Given that the space occupancy on the backup server will be far less due to compression, Dave can retain updated files for quite a long time on the server and still remain within the 500Mb (0.5Gb) band at just £6 per month.

Example 2

Situation

Alex runs a company with 10 employees, 8 of whom have a computer on their desk. All the computers are connected to a Windows 2003 Server as this gives them significant productivity and integration aids. All key company data is held on the server; personnel data being kept in a protected area to not allow access by prying eyes! All users have their own e-mail, word processing, spreadsheet files and a Contact Management application is also used by all users. The company's accounting data is accessible to three users.

Across all users and applications, Alex has a total of 8.2Gb of data.

Alex doesn't like the idea of investing in an expensive tape drive, tapes and backup software, or having to remember to change the tape each day and take it off-site. She wants the backup to happen automatically without any disruption to the working day.

Resolution

The overall number of files which are added or changed each day is really quite small, so there is never any need to backup the full amount of data. Most e-mail, word processing, and spreadsheet files are static and therefore don't need to be secured more than once.

The way file **fileSECURE** works means that the latest versions of each file is retained for recovery purposes, plus any files that have changed over the retention period. Given that only new and changed files are sent for backup each night, the amount of data being sent is typically very small. In fact this is further reduced: where a file is less than 50% changed, only the changed parts are sent across to the **fileSECURE** servers.

Alex realises that in the event of a complete disaster she would need to recover all the data quickly, so subscribes to the Gold service so that recovery can quickly take place from the DVD supplied each month. Any changes made since the issue of the DVD can be downloaded as they are unlikely to be of any significant size.

Important notes:

- You pay only for the banded amount of space occupied on our servers.
- The data transferred is compressed, thereby minimising: i) the amount of space taken on our servers, and ii) the cost of the service to you.
- Extending the time you keep copies of changed files has an impact on the space occupied....
Say you set the retention period for 5 days. The latest copy of any file selected for backup is always held, plus a copy of each file that has changed prior to each backup run within the retention period. So if you update a file daily and run the backup daily there will be the latest copy of the file plus five changed versions of it. If you only update the file once every five days there will be the latest copy plus one changed version. If you update the file monthly there will be the latest copy plus one changed version for the first five days, then after that, only the latest copy will exist.
- Moving from Silver to Gold or Gold to Platinum can mean that you can reduce the length of time that changed files need to be retained on our servers.

- All commonly used business, client and server, computer operating systems are supported, Microsoft Windows, Linux, Solaris, Mac, Netware and others.
- Full Terms & Conditions are available on request.

For further information and to discuss any matters relating to your particular situation please feel free to contact.....

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fileSECURE

Safe

Secure

Simple