



Internet Services & Online Backup



AML Internet
Manor Court, Manor Farm House,
London Road,
Derby,
Derbyshire, DE72 2GR.
Tel: 01332 650 009
Fax: 01332 650 850
Email: Backup@AmlInternet.co.uk

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AML Internet Online Backup

This is another high quality service in a growth marketplace that complements broadband and other IT related services we offer. Your company's data is an asset that needs to be protected.

Situation Analysis

The far reaching consequences of losing data is a place where no business big or small wants to find themselves, yet it is estimated that:

51% of businesses who lose their data fail within 2 Years.

99% of businesses do not have a proper daily backup routine in place.

80% of businesses who actually carry out data backups still employ a tape media back up strategy.

60% of backups are incomplete.

50% of restores fail.

End-user compliance with backups is only 8%.

The use of tape media significantly increases the risk of failure of a backup and or recovery. This also introduces the potential of human error for lost or misplaced tapes. Good practice for tape management requires storage in a fire proof data safe and off site locations. This impacts both in terms of the amount of manual intervention required to operate the system, and in time lost in the physical retrieval of the required media. The more traditional methods of backing up data are often abused or mismanaged, opening up a high degree of risk and security breach.

Technology has played a key role in the advance and development of the business recovery market. Traditional methods employed by many companies have all too often proved to be unreliable and flawed leaving business crippled by the loss of their critical data.

The reduction in both actual back up time and business recovery time due to the adoption of the new technologies has offered a key advantage over more traditional tape media, whilst at the same time dramatically reducing the risk of media failure.

What created this market?

- **Data is valuable**
- **Directors & Officers obligated to protect data & information**
- **PC's frequently not backed up**
- **Traditional methods flawed & onerous e.g. tape**
- **Need for simple, secure solution**
- **E-risk insurance (Disaster Recovery strategy)**
- **Combined Code, Turnbull Report (ICAEW) & Higgs report**

Market Statistics

- **60% of Business Critical data is held on laptops.**
- **43% of Businesses who lose their data don't reopen.**

The Solution

AML Internet Online Backup is a backup solution that allows you to easily, securely and automatically backup your critical data to two separate and secure off-site locations. The service also allows backed up data to be securely retrieved and restored to the original Desktop, Laptop or Server, or to a replacement machine, anywhere in the world.

Businesses themselves require more flexibility today, with many being geographically dispersed, the ability to back up and restore securely from any location offers a key operational safety net for mission critical data.

In many instances, data on these devices is unprotected and liable to loss through hardware and software failure, misadventure, theft and human error. Protection is achieved by enabling data to be backed up securely over the Internet to a disk-based storage facility within **AML Internet** data centres.

AML Internet Online Backup uses Ahsay, RSA security approved. **AML Internet** Online Backup can ensure that business critical data stored on servers, desktops and laptops can be efficiently protected meeting governance obligations (The Combined Code, Turnbull Report and Higgs Report).

The key features and benefits of AML Internet Online Backup are:

- **No set-up fees** – you only pay for the storage you need.
- **No up-front capital outlay**
- **Security** – ultra high security data centres, authentication procedures and encryption of your data.
- **Off Site** – data is stored simultaneously in two separate data centres within highly secure IBM Business Continuity buildings and is mirrored between these sites every 15 minutes.
- **Automation** – once you set your backup choices and schedules, the system automatically backs up your data.
- **Speed** – as **AML Internet** Online Backup uses progressive incremental backup technology, it is significantly faster than traditional tape backup systems.
- **Remote Access** - data retrieval is quick and easy and can be done anytime, anywhere in the world.
- **Access to more data** – 30-60 days of historical data available to recover.
- **Archive option** – your data can be archived to other media.
- **Snapshot facility** – the ability to deal with larger amounts of data.
- **Centralised Control** – If required, the unique Monitor Console allows you to see exactly what has been backed up at any site, regardless of geographical location.



Case Example

Before – A telecoms company previously used tape back up. This involved a different tape for each day of the week and the responsibility of the last person to leave the office to set the backup running. Problems were:

- backups failed due to software errors
- tapes sometimes ran out of capacity
- right tape not always available, having been taken offsite for security & not returned
- data was overwritten within 7 days
- recovery of data often failed

After - Following the simple install, the relevant files were selected and scheduled for online backup at 7pm every day. Once the initial backup was completed, the daily ongoing backups were incremental and fast. It was also very straightforward to recover files over the internet in minutes.

The online backup service provided:

- Secure offsite data storage
- Encryption of all stored data
- Data stored in 2 locations
- Backup times faster than tape
- Full automation with ease of use
- Centralised control

Product Information

The Service offers a choice of software options:

- Desktop & Laptop (**D&L**) version
- and/or
- Server Edition (**SE**) version

The Service has four main priced components:

A monthly recurring charge for each Desktop or Laptop user (**D&L**) Licence.

A monthly recurring charge for each Server Edition (**SE**) Licence.

A monthly recurring charge for the Data Storage space.

A monthly recurring charge for plug-ins which support functions including Microsoft Exchange, SQL, Lotus Domino, Oracle & Groupwise – see Price List for full range of available Plugins.

The benefit of this is there are no up front capital outlays and you only pay for the storage space you need.

Desktop & Laptop Option (D&L)

The D&L service enables data stored on Desktop and Laptop PCs to be securely backed up over the Internet or WAN to the resilient storage facility within an **AML Internet** data centre.

A Backup Client is installed on each PC to be protected. This can be pre filtered to only allow the backup of certain types of files e.g MS Office documents, helping to prevent abuse by staff backing up personal files such as photographs etc. The Backup Client is downloaded from a designated web site. Installation is easily carried out by running the downloaded executable file, which guides the user through the installation process, using an install Wizard.

Once installed, the user can select which folders and files they want to protect and activate their account on the storage platform. Backups can be manually instigated or automatic. IT staff have the ability to lock-down certain functions ensuring correct user backup procedures.

Specific features of the D&L Service include:

- Remote backup over the Internet
- User and / or IT department File & Folder selection
- File type inclusion filters
- File type exclusion filters (defined by IT Staff)
- Automated back up at defined time
- Enforced backup after defined period (defined by IT Staff)
- User driven data restore – no need to contact IT Staff
- ID, password and private key phrase authentication
- 30 to 60 days access to earlier backups
- Data compression on transmission – reduces time taken
- Data encryption on transmission and storage – highly secure

A Monitor Console can be supplied to an end user if required (e.g multi site operation) to allow IT management to see current usage and disable / enable specific users.



Server Edition Option (SE)

The SE Service enables data stored on servers within your business to be securely backed up over the Internet to the resilient storage facility within **AML Internet** data centre.

A Client (Agent) is installed on each server to be protected and set-up via an install Wizard. The service can be monitored and controlled by IT personnel via an administrative console.

There is the ability to backup files that are in use at the time of backup without having to close the files. Additionally for specific databases including SQL, Exchange, Lotus Domino, Netware and Oracle, there are application specific plug-ins to ensure uninterrupted operation.

Once installed, the customers' IT staff are able to select which files and folders are to be protected through the Client interface. Restoration of data is the responsibility of the customer.

Specific features of the server Service include:

- Remote backup over the Internet
- User File & Folder selection
- Ability to backup open files
- Plugins for Exchange, SQL, Lotus Domino and Oracle
- Automated back up at defined times
- Network usage throttling to avoid impact on real-time applications
- Phased backup over multiple sessions of initial backup
- Data compression on transmission – reduces time taken
- Encryption of data prior to transmission – highly secure
- Customer effected restore

