

# Service Overview

## **Simple, fast Install:**

No need to install an agent on every target machine you need to protect. A single client-application at each remote site is provided without charge.

## **Lower backup costs:**

Unlimited-seat licensing means you pay only for the total amount of compressed data from across your enterprise – no matter how many machines you are protecting.

## **Lower admin costs:**

Centralized administration eliminates many local costs associated with staffing, technology and tape storage. Upgrades are silent and automatic, without user intervention.

## **SLA Accountability:**

Online reports ensure that pre-negotiated SLAs with internal users are being met and proper reporting is given out without any human intervention and error.

Sure, Secure and Reliable data protection is critical in today's electronic information-driven business environment. However, most small and mid-size businesses continue to struggle with manual tape backup processes that have proven to be extremely error-prone with failure rates as high as 53%. Compounding this risk is the complex and time-consuming nature of tape backups, particularly for businesses with limited IT resources.

Stored & Secured by



Now with DataVault you can experience reliable automated backup and recovery of all your business computers, while eliminating the risks and burden of tape. DataVault provides the industry's only agent-less Disk to Disk backup service that includes automated remote vaulting of data. Our product is simple to configure and is a zero touch solution once it is put in place. It is simple, reliable secure and future proof.

Say Goodbye to IT Backup Nightmares!

## **Fully Automated Solution**

DataVault is a completely automated solution, eliminating the errors, labor and headaches associated with tape backup.

With the DataVault Client, online backups are performed automatically, so data is protected without manual intervention. Your data moves through your existing network connection, using state-of-the-art data security including 256 bit AES encryption to a remote DataVault storage center.

Even recovery is automated. You select the data to be recovered from a catalog of archived file versions and DataVault automatically restores the data to your location. The time you save on backup and recovery lets you focus on more mission-critical projects for your business.

## **24x7 Support**

With DataVault, your company's business server data is managed 24x7 by qualified staff. We have deployed specialized systems and staff that automatically detect problems of backup or recovery, initiates corrective action and proactively notify you if needed.

## **Agent-less Architecture**

Unlike other online backup services, with DataVault you are not required to install backup software on all the computers you want to protect. Thanks to DataVault's "agent-less" architecture our Client backup software gets installed only on one computer per organization to backup and restore to the whole network. This host will collect data from all the devices on the network, process, encrypt and store the data, and send an encrypted copy of it to the DataVault store online.

This makes DataVault easy to deploy, support and use on almost any network -- thereby driving down storage management and data protection costs. And Keep your IT employees content and at peace.

# Service Overview (contd.)

## **Fast and efficient data recovery:**

Restore critical data quickly to any location on your WAN from the online vault in your enterprise data center.

## **Flexible and scalable:**

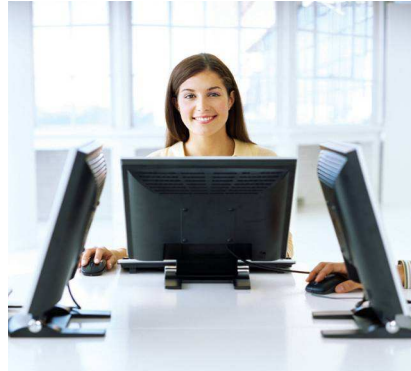
Supports thousands of sites or "data islands" across virtually any type of IP network.

## **Data security:**

Advanced security and authentication algorithms, including AES encryption, ensure the safety and confidentiality of your data "in-flight" and "at-rest."

## **No local action needed:**

The fully automated process uses your existing IP-WAN to take data offsite securely, eliminating the old courier-based manual take process.



## **Rapid Recovery**

With DataVault's Rapid Recovery feature, a "snapshot" of all data being backed up to the DataVault Store offsite, may also be stored locally on the network.

In the event of a data loss, you can restore the latest snapshot of the data directly from a machine on the local network instead of over the WAN.

In this way, DataVault Rapid Recovery enables customers to restore their latest data quickly at LAN speeds -- even if you're using inexpensive WAN technologies such as DSL or cable.

## **Common File Elimination**

DataVault employs Common File Elimination Technology, which eliminates the need to back up common operating systems and software application files that are already stored in our DataVault Storage center. This means that common files will not be counted against your backup storage, which reduces your backup account size and saves you money. Of Course, these

## **Anywhere, Any-Platform, Any-Application concept**

DataVault supports numerous platforms, applications and operating systems, to provide you with flexibility today, and in the future. DataVault supports Red Hat Linux, Sun Solaris, HP-UX, AIX, SCO, AS400 and all Microsoft Windows Server platforms. It supports Oracle, MS-SQL database backups without having to shut down the database. For information on current supported versions please call us or write to us.

## **Key Benefits**

- **Faster backups** – Disk to Disk solution, No Tapes, No Aspirins, No weekend nightmares. Just peace.
- **Faster restores** – Restore Files at LAN speeds without waiting for a tape to be retrieved.
- **Disaster recovery** – We have the technology and expertise to get you through it. We can handle the whole process for you, or support you during the rebuild.
- **24 x7 Monitored by experts** - Your online backups are monitored by sophisticated software and protected by Etisalat's Data Center and the NOC and SOC.
- **Suntone Certified** - Etisalat Data Center is fully Certified for reliability, security and uptime. You don't get better than this.
- **Automatic offsite data service** - You receive the full benefit of a remote backup service because your data is automatically compressed, encrypted and transmitted to our data center.
- **"Multi-Platform" Agent-less technology** – This means no expensive agents to back up open files on any of these platforms: Windows® NT / 2000 / XP / 2003, AIX®/ AS400®/ SCO®/ Solaris®, Microsoft® Exchange, Lotus Domino®, Microsoft® SQL 2000, MySQL®, Oracle®, etc..
- **Bare metal restores** – Rebuild and Restored a complete server, including all the applications, data, permissions and "systems DNA" in less than an hour.

## **SERVICES OFFERED**

Technical Support  
Installation and Setup  
Backup Policy Formulation  
Disaster Recovery Policy  
Business Continuity Policy  
Email Archiving Policy



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