

# TSG Online Data Back-up Service

The modern way to protect your business against data loss


- Secure ✓
- Efficient ✓
- Cost-effective ✓
- Peace of mind ✓



TECHNOLOGY SERVICES GROUP

## The best back-up service you can get

- ✓ Data is stored both at your office as well as at two separate secure off-site locations.
- ✓ The back-up is always made on time, even when you are not around.
- ✓ Back-ups contain all of the data that you have selected.
- ✓ Back-ups are made without disturbing your business processes.
- ✓ The data is as recent as possible.
- ✓ The back-up contains multiple copies of your data, so you can go back in time as far as 12 months.
- ✓ Data is always available when you need it.
- ✓ The service makes recovering data very fast and simple.
- ✓ The service complies with the Data Protection Act.
- ✓ The service is cost-effective and provides genuine peace of mind.
- ✓ Data is encrypted to maintain security.



“If you need to be absolutely sure that you are doing everything possible to protect your business against data loss, then there is only one option to consider and that is Online Back-up. I recommend this solution to all customers, regardless of size”.

# 12 Reasons why more and more businesses are using TSG Online Back-up Service

## 1. A secure back-up at two different off-site data vaults

Your data will be stored at two secure off-site data vaults to safeguard against a problem at one site. All data is encrypted (256 bit) before it is sent to the off-site data vaults. All files are also completely encrypted when they are sent back to you for a data restore and once the restored files are received on your site, they are decrypted automatically.

## 2. Peace of mind with the latest on-site and off-site storage solution

In addition to the off-site back-up solution, TSG also installs a separate on-site back-up server in your premises. This is part of the fully automated solution and means that you have a reliable copy of your data on-site for additional peace of mind.

## 3. No need to rely on staff to change the previous day's tape and check the back-up

Most companies rely on a member of staff to change back-up tapes and to check that the previous day's back-up has been successful. Because TSG Online Back-up is fully automated and does not rely on any form of magnetic media, nothing needs to be changed daily. And because TSG monitors your back-up status every morning, we will spot potential problems and address them immediately.

## 4. No limit to the amount of data you can store

You have unlimited storage with TSG Online Back-up, unlike tapes that have an individual limit so you may need two or even three tapes to cover all of your data. Note that additional hardware and/or a separate ADSL line may be required for larger data sets.

## 5. You don't need to keep buying new tapes

There is no need to purchase new tape media on a regular basis (it is recommended that you purchase replacement tape media every twelve months to ensure the quality of data).

## 6. It solves accidental deletion problems

There is a rapid data recovery service should a file be deleted accidentally or become corrupt - you can recover the damaged/lost file at any time or if you need assistance, our technical department will be on hand (Mon-Friday 09.00am - 5.30pm). If you use Continuous Data Protection (CDP), you can back-up nominated files instantaneously throughout each day.

## 7. Data is stored off site

You no longer need to remove tapes from the premises overnight to comply with most business insurance policies. The information is stored off site and is therefore safe if you should have a break-in, fire, flood or other such disaster.

## 8. Allows you to free up server disk space

Old files can be deleted from your server to free up disk space but should you need them at a later date we will have them stored on our servers for up to 12 months. This will often save on upgrading your hard disk.

## 9. Back-up over weekends and bank holidays

Due to the service being fully automated it is a 365 day per year service therefore holidays and sickness are no longer a problem

## 10. Fully automated service

Once the system is installed and set up with the passwords you require you have no further daily responsibilities, other than making new data selections. Our technicians will monitor your back-up daily and report anything unusual to you.

## 11. Customisable back-up sets and file selection

The service can handle an unlimited number of back-up sets. Since back-up sets can be scheduled to run independently, we can configure multiple back-up sets to run at different times. For example, a back-up set containing all data files can be configured to run at the end of each week and another back-up set containing a single database file can be configured to run multiple times per day.

## 12. TSG will organise regular on-site test data restores to check that the data integrity is maintained and procedures are being followed

Many organisations never check that their back-up data will actually restore successfully, in the event of a crisis. TSG will agree a plan with you to visit your premises at least twice a year to run a test restore, as well as to ensure that staff are trained on the procedures which support a successful data recovery strategy.

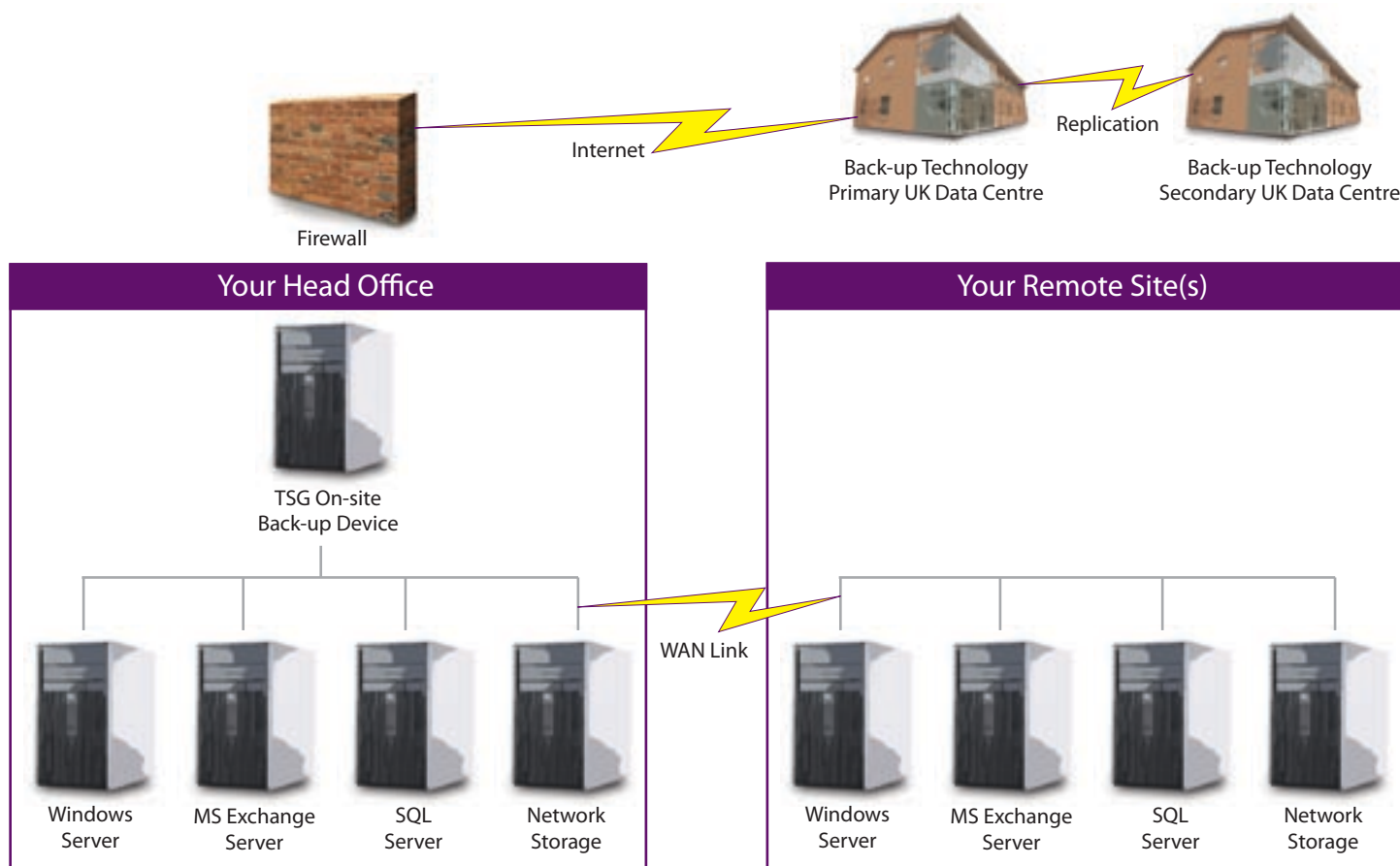


# TSG partners with Data Security specialists Backup Technology Ltd

Following painstaking research, Backup Technology Ltd (BTL) have been selected by TSG to provide high quality data back-up services to our customers across the UK. BTL are one of the UK's leading Online Back-up & Disaster Recovery providers, protecting over 350 terabytes of data, comprising more than 2 billion files.

## How the service works

- TSG specialists will install specialist back-up software on your system, provide an additional on-site back-up server and discuss with you exactly which files need to be backed-up and how frequently.
- You will be provided with a unique data encryption key which ensures that only you can unlock the encrypted data which will be backed-up. TSG specialists will train your staff so they are familiar with the procedures which support a successful data recovery strategy.
- For speed and efficiency, TSG will perform the first back-up on-site and transfer the encrypted data to the off-site centres by secure carrier; all future back-ups will be conducted automatically on-line.
- Once the data is stored safely in the off-site data centres, the service will commence and all data will be backed-up according to the agreed schedule.
- TSG engineers will visit your site after 2 weeks and conduct a test restore to ensure that the service is running effectively.
- TSG engineers will constantly monitor the service and advise you if there are any issues with the back-up.
- TSG will agree a plan with you to visit your premises at least twice a year to run a test restore, as well as to ensure that new staff are fully trained.
- Customers only pay for the total amount of data you need to protect, no matter how much space you use in the vault or how many copies of your files you decide to keep.



# Frequently asked questions

## **Q: Why should I use TSG Online Back-up and not just back-up my data locally?**

A: If you are backing up locally then you already understand the importance of your data and the effort it takes to make sure your back-up procedures are always maintained, as well as the need to have copies of your data stored securely offsite, away from your business premises. For most businesses, the cost in time and effort will amount to much more than the low cost of the automated TSG Online Back-up service.

## **Q: Can I back-up Windows Server, emails and databases?**

A: Yes, all of the above are straightforward to back-up with TSG Online Back-up.

## **Q: Can I back-up other computers on my network from a single back-up client?**

A: Yes. If you can access files on other computers, you can back them up using TSG Online Back-up.

## **Q: How secure is my data?**

A: Your data is secure at all times. It is encrypted (up to 256 bit) before it is transmitted, making it unusable to everyone but you. You have an account password that is used to back-up and restore your data and a unique encryption key that will be used to encrypt your files. Only when your files are encrypted, are they transmitted so no one can open them without your key.

## **Q: How often can I back-up?**

A: You can schedule automatic back-ups as often as you like e.g. hourly, daily, weekly, and monthly. You can also commence back-up manually (on demand). Note that this depends on your back-up storage server capability and ADSL bandwidth, which may need to be increased. TSG specialists will advise you on requirements.

## **Q: How much data can I back-up?**

A: You may back-up as much data as you like. You choose the storage level that best fits your needs and if at any time you require more storage space, this will be made available to you. Customers only pay for the total amount of data you need to protect, no matter how much space you use in the vault or how many copies of your files you decide to keep.

## **Q: How easy is it to restore files?**

A: TSG Online Back-up file recovery and restoration process is a simple step-by-step "self service" process that requires no IT knowledge. You and selected staff will be fully trained by a TSG specialist, but we are available to assist you if required.

## **Q: Does TSG Online Back-up protect against viruses?**

A: TSG Online Back-up is not an anti-virus solution so it will not prevent a virus attack, but it will be very effective in combating the effects. By using TSG Online Back-up "point-in-time" rollback feature, users can undo the damage caused by a virus attack and restore the infected Server back to a "pre-virus" working state. TSG has a full anti-virus, anti-spyware, anti-spam service which will complement this on-line back-up service.

## **Q: What is "point-in-time" rollback?**

A: This is a special feature in TSG Online Back-up software that enables you to back up and store multiple versions of files so you can recover files at different points in time. For example, if you create a spreadsheet and make changes to it every day for 5 days, then TSG Online Back-up can save 5 different versions of the spreadsheet. If you need to restore back the file, you simply run the restoration procedure and choose the file created on a specific date.

## **Q: What happens if I need a lot more storage space?**

A: Unlimited storage space is available to you in the off-site storage vault, and you only pay for the total amount of data you need to protect, no matter how much space you use in the vault or how many copies of your files you decide to keep. Note that if you increase your storage requirements significantly, you may need to upgrade your on-site server and ADSL bandwidth. TSG will advise if this needs addressing.

## **Q: What if I lose my encryption key?**

A: TSG will retain a copy of your encryption key and password details.

## **Q: What happens if I have a complete disaster and I lose my server completely?**

A: The back-up service can be configured to store full "image" data from any PC or server, so that in the event of a catastrophe, new equipment can be configured and put into service within hours, not days or weeks. In technical terms, this is known as a "bare metal restore", and your "server image" can be restored onto any hardware of a similar specification to your original server, getting you up and running very quickly.

## **Q: How do I get started?**

A: A TSG specialist will visit your premises and conduct a brief audit, before providing you with a quotation. We can usually install the full service in around 2 weeks.

# Why TSG Online Data Back-up is better than tape back-up solutions

Feature	TSG Online Back-up	Tape back-up
<b>Automated Back-up</b>	<p>Complete and accurate back-ups of all data and system files are performed on an hourly, daily and weekly basis without user intervention. Continuous (CDP) back-ups are also possible. Once TSG Online Back-up is set up, it is essentially a hassle-free, automated and secure data back-up solution. Clients also receive email notifications after each back-up or restore process ensuring that a full data verification and process tracking procedure is maintained.</p> <p><b>Conclusion:</b> Using TSG Online Back-up service will safeguard your business against corrupt data and free up your staff. TSG Online Back-up creates efficiencies, which save your business both time and money.</p>	<p>Performing a tape-based back-up is time-consuming and prone to human error. Tape back-up also needs to be verified against data corruption – another time-intensive procedure.</p>
<b>Off-site Data Storage</b>	<p>TSG Online Back-up gets your data off-site automatically. It also ensures that all files are securely stored away from your physical location in the event of fire, theft, etc. A fully automated procedure means you have no more tapes to keep track of and no more hassle and expense in transporting tapes to off-site locations.</p> <p><b>Conclusion:</b> TSG Online Back-up service eliminates the time and cost of your staff transporting back-up tapes offsite and into secure offsite storage. TSG Online Back-up creates efficiencies, achieves data protection act compliancy, whilst saving your business time, effort and money.</p>	<p>Transportation of tapes to and from the off-site storage is time-consuming, expensive and inconvenient. Many businesses fail to ensure that this crucial process is strictly adhered to, leaving them exposed to fire, theft, flood etc.</p>
<b>Maintenance</b>	<p>With TSG Online Back-up, your data is stored on fault-tolerant storage devices in high security data centre facilities. TSG's Online Back-up low monthly service charge includes all costs of software, connectivity and maintenance.</p> <p><b>Conclusion:</b> TSG Online Back-up service eliminates the time and cost of your staff maintaining, upgrading or installing new tapes or drives. TSG Online Back-up creates efficiencies, saving time and money.</p>	<p>Tapes need to be cleaned and replaced on a regular basis. Tape degradation often results in failure to back-up and failure to restore your data. Tape drives and back-up software needs to be upgraded periodically creating expenditure not only for the equipment but also the installation.</p>
<b>File Restore</b>	<p>With TSG Online Back-up, all files are instantly available online for quick and easy retrieval 24 hours a day – every day. Users can restore a single file or an entire directory in a simple "self service" click of a mouse.</p> <p><b>Conclusion:</b> Using TSG Online Back-up will vastly reduce staff downtime by enabling system administrators to restore lost or corrupted files simply and swiftly, without the need to engage the valuable IT resources of your business. TSG Online Back-up reduces downtime, creates efficiencies by freeing up resources, saving your business both time and money.</p>	<p>Tape-based file or directory recovery can be unreliable and very time-consuming. Restoration of single files can also be very difficult. Users often require assistance from IT personnel in order to restore successfully.</p>
<b>System Restore</b>	<p>TSG Online Back-up enables system administrators to restore their system configuration to that of any previous system back-up, effectively creating a clone machine with exact data and applications settings as before. By using the TSG Online Back-up "point-in-time" rollback feature, you can even undo the damage caused by a virus attack or disaster and restore the infected Server back to a "pre-virus" working state.</p> <p><b>Conclusion:</b> TSG Online Back-up service greatly reduces downtime in the event of a server disaster - restoring system or corrupted files simply, securely and swiftly. TSG Online Back-up reduces downtime, increases data availability, provides business continuity, creates efficiencies and frees up resources which in turn saves your business time and money.</p>	<p>Tape back-ups are simply not reliable enough nor are they capable of this level of efficiency. Using tapes, what would be your position in the event that all your main file server data was corrupted? There is a huge downtime implication if a server or network goes "down". Tape-based back-up is not as fast or reliable.</p>



For further information please call your local TSG service centre

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