



Fully Managed, Fully Monitored, Online Backup for Business

What does this actually mean for you, the customer?

By implementing keepITsafe you will Never lose a file again!

This is how it works:

As part of keepITsafe's managed service the customer can expect the following

- An Engineer will be sent out on site to configure the backup. What this means is all databases and files on your server are identified for backup and the software is configured
- Once the backup is setup to run, the customer will never have to worry about losing a file again. keepITsafe will run in the background with no need for customer intervention.
- All relevant software vendors are contacted to make sure their backups are dealt with, for example, Sage and Exchequer. This gives the customer total cover as it is documented from their vendors how to back up their software.
- keepITsafe will supply the customer with a detailed excel spreadsheet of all folders being backed up and the process it takes
- Monitor, Monitor, Monitor. keepITsafe's team analyze each backup report particularly looking for irregularities.
- If the internet goes down or there is a power surge this will be flagged to keepITsafe as soon as it has happened. The customer is then contacted immediately if the backup failed.

Management of restore

The restore is the most crucial part of any backup method. Online backup has a distinct advantage over traditional tape backup methods as it has the ability to restore files within seconds – making sure that businesses experience zero down time and zero loss of data.

The process is as follows

- A customer calls the offices of keepITsafe to say they have lost a file due to deletion or corruption
- keepITsafe will identify the date and time of file deleted and restore the file to the most recent backup taken.
- Typical file restore takes approximately **5 minutes**
- If a company suffers a complete server crash keepITsafe will take a removable drive from their data centre and drop it out to the customer site. All data is restored as of the last backup taken.

“After a power cut in our operation in Bratislava all data was restored as if nothing had happened! keepITsafe backup our Irish and European offices. It was critical for CPL to choose the right backup system with millions of sensitive files located on our servers. keepITsafe was the obvious option for us as it could secure our global network from one location” Keith O’Connor, Network Manager CPL.

Proactive Management

- If there is an unusual amount of files deleted from your server it will be flagged to the keepITsafe team as suspicious. The company is contacted immediately with a list of all files deleted.
- If there is a large amount of video or music files downloaded and saved, again this is flagged to management as unusual.
- keepITsafe will give each customer a proactive online backup solution

Call keepITsafe today for more information on 1890 222 587

Visit our new website for more details www.keepitsafe.ie