



# 8el Online Data Storage

A FULLY AUTOMATED, ONLINE, NETWORK BASED DATA BACKUP AND RECOVERY SERVICE

8el has partnered with a technology partner to deliver an Online Data Storage solution, currently supporting several thousand end user customers and over 350TB of customer data.

8el's Online Data Storage solution is a client/server solution. Agents are installed onto the devices to be backed up and these transfer the customer data, fully encrypted across a network/internet to the secure online backup platform where it resides. The customer data is then mirrored to another data centre for further resilience. So in total three copies of data are stored; locally at the customer site and at the two online backup data centres.

Neither 8el nor their technology partner is able to view the customer data as it is all fully encrypted and protected with security credentials. For the purposes of the Data Protection Act, 8el's technology partner is a Data Processor and the customer is the Data Controller and owner of the data.

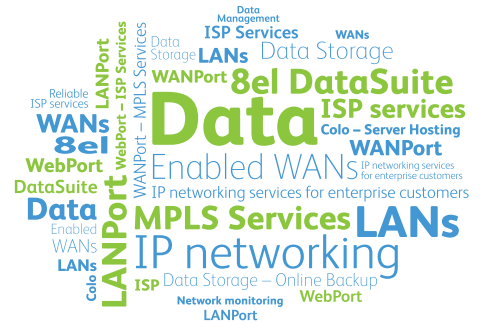
A backup console enables customer remote administration of the system and online customer file restores. In the event of large customer data restores and/or disaster recovery situations, data can be taken to the customer site for on-site data restore using a portable disk system. This latter disaster recovery option is chargeable. With the archiving option, customers can choose to have their data additionally held on disk or on tape.

## Eliminate capital expenditure and reduce operational costs

By using an Online Data Storage solution, 8el aims to reduce and even eliminate some of the costs involved in the backup of data. Tape purchase, movement of tapes between sites and time spent troubleshooting backup failures will be a thing of the past. Backups can be scheduled to run unattended at a particular time or frequency, eliminating the need for manual backup procedures, freeing up time within the IT department.

## Automated and online

Backups can be scheduled to run unattended at a particular time or frequency. A full copy of the most recent data is kept available for immediate recovery on disk eliminating the response times associated with tape based solutions.



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### Secure

Data is compressed and encrypted before leaving the device and remains so until recovered. All communication between the backup client and the online backup platform is encrypted using port 443, Secure Socket Layer (SSL), and 448 bit Blowfish for storage. It is the only solution to have full certification for RSA security products.

### Central management

8el Online Data Storage solution is fully managed by a Backup Console, which enables remote administration of the system and online customer file recovery. In the event of large customer data restores and/or disaster recovery situations, data can be taken to the customer site for an on-site data restore using a portable disk system for a chargeable fee. While 8el's Online Backup solution automates all back-end functions, the organisation retains complete control of the backup operations by creating business rules and backup policies, checking status and initiating restore requests – with data available 24/7 from any Internet connection.

### Networked and disk-to-disk

Data is transferred via any TCP-IP enabled network connection to the online backup storage platform. This removes the cost and effort of daily, physical tape management. Backups are held on disk for designated periods of time, enabling faster recovery. Data can also be archived to tape for long term storage dependent on the service bought. Writing to disk also improves backup speed and data integrity verification.

### Compatibility

Devices to be backed up need to satisfy criteria in relation to processor, disk space and network in order for the solution to perform optimally. Current compatibility includes Windows operating

systems, MAC and UNIX. Support for databases includes Exchange, Oracle, SQL and Sybase.

### Physical environment

Encrypted data is stored across two secure UK data centres - the primary in Bracknell and the secondary in Reading. Both data centres have synchronous 200Mbps connectivity to the Internet. Each data centre features comprehensive physical security, UPS, emergency backup generators and fire protection systems, and are accredited to quality standards ISO90001:2000.

### Disaster recovery

8el's Online Data Storage solution is built with business continuity in mind and has inherent DR built in to the infrastructure. With two data centres connected by a high speed fibre network, all data replicated between the two sites is SSL encrypted. With a fully resilient configuration, the storage platform can be switched between DR sites with minimal impact to end users.

### Data recovered when you need it

Data is always available for restore over the Internet without charge however the practicality of this is dependent on the volume to be restored and the speed of the local internet connection. In the event that data cannot be restored over the Internet in an acceptable time frame due to volume, data can be provided for restore using portable media. Data will be delivered via courier to the required location and an engineer made available to assist with the recovery if required. Both of these options are chargeable and outlined in the pricing summary.

In cases of DR, data can be restored to an alternative machine providing the necessary security information is available.

### Why choose 8el's Online Data Storage?

- ▶ An outsourced backup solution reduces cost with no investment in equipment, software, maintenance and renewals
- ▶ Data offsite for business continuity purposes
- ▶ Consolidation of the backup for remote and/or branch offices
- ▶ Reduction of your backup window from hours to minutes
- ▶ Quick and easy restores of data at the click of a mouse
- ▶ Full access to your data wherever you are from any internet connection via the web interface
- ▶ Full encryption utilising 128bit data encryption at source and 448bit Blowfish at data centres
- ▶ Automatic backups minimises human intervention
- ▶ Safe and secure – UK based data centres over two sites utilising the latest security access protocols