



**Q:** What does iVault do?

**A:** There are 2 main services that iVault provides:

**1. Disaster Recovery/Business Continuity Solutions:** For firms that need the highest levels of redundancy and failover. If your company can simply NEVER be down, ever, then a Disaster Recovery/Business Continuity solution from iVault is what you are looking for. In simple terms, the service provides a subset of your production network, replicated in real-time to our secure data center in Upstate NY. If there is a disaster or emergency at your production location (fire, theft, earthquake, terrorist act, etc) then your servers in our DR Site become active and pick up where your production servers died. You don't miss a beat and all of your critical data is available to you remotely. You and your employees have access to your data from anywhere in the world via a secure web portal login and your data is current up to the point of failure! Minimal downtime coupled with full redundancy.

**2. Off-site Data Vaulting:** This is simply backing up your critical data off your servers daily to our secure vault in our data center. Think of it as a nightly backup, but the data is compressed, encrypted and securely transferred to our data center for safe keeping. The keyword here is "off-site", meaning your data exists in a separate and secure physical location.  It has MANY advantages over tape backups including cost, speed, reliability, ease of use, "set it and forget it", etc. You can even restore past versions of your files! It is extremely efficient and cost effective. It is priced by the gigabyte and you are billed on the total compressed amount of data that you vault plus the size of your retention area (where previous versions of files are kept).

**Note:** One is not a substitution for the other. They are separate services that serve different purposes. While one company may not need full failover redundancy, just the piece of mind that their data is safe and backed up securely and reliably, then iVault Off-Site Vaulting is the solution. For a company that has NASD or SEC requirements for business continuity or if they simply need piece of mind that they have a mechanism in place that, in the event of a disaster, their company's data, communications and workflow will not be interrupted, then Disaster Recovery Solutions are the solution. Many companies do both for the best layers of redundancy and data protection!

**Q:** Why is iVault Off-Site vaulting better than tape backups?

**A:** Customers have realized the economical and practical advantages of data vaulting:

- iVault is a monthly subscription service that allows a company's critical data to be "backed up" on a schedule off-site to our ultra secure data-center. You are probably all too familiar with the current method of backing up data: tape backups. While there are advantages to backing up locally to a tape, there are some glaring advantages of off-site vaulting that will render tapes obsolete in the future:

- Tape backup devices are expensive, complicated, and prone to unexpected failure (usually when you need to restore important data!)

- Backups tapes are usually left onsite where the server lives, thereby defeating the purpose

- Tape backups require a significant amount of human intervention. Humans forget and make mistakes (sometimes!) and tape backup jobs can be missed or deleted.

- Tapes are complicated to restore data from. IT personnel usually have to do it for customers (at a billable rate!)

- Vaulting data is automatic, easy, secure, reliable and fast!

- Our vaulting software runs as an agent on the server. Its interface is easy to use and intuitive. Customers can check the progress of their backups and perform their own modifications, backups, restores, etc.

- iVault Backup also comes with a web interface in which a customer can login and restore data.

**Q:** We have a T1 line. Wont it take a long time to send all our data? Will it eat up all our bandwidth?

**A:** Our vaulting software is extremely intelligent. After an initial vault that occurs in the off-hours or on a weekend, we only vault changed files when the next vaulting session kicks off. And to go one step further, if you have a rather large file that changes frequently (like a Quickbooks database or ACT database) then we only vault the block-level changes to that file. The files are encrypted and compressed before they are sent. The result is an extremely efficient and fast backup session, even if you have very large quantities of data to vault. Most vaulting sessions happen at night when bandwidth is not as critical during the daytime. We can also limit the amount of bandwidth that our software uses, so you will be assured that it wont affect the performance of your offices internet experience!

**Q:** Are there advantages to doing BOTH local tape backups AND off-site vaulting?

**A:** Absolutely. Off-site Vaulting is NOT intended to provide a complete backup of your server for Disaster Recovery. Our software just captures your CRITICAL data and databases so that in the event of data loss or a server crash, you can quickly and securely get your critical data back and restored to your recovery server. If you are doing a local backup of your server, then that process of restoring your server for production is that much easier.

**Q:** Is our data safe? How is it protected?

**A:** Your data is securely encrypted and compressed using one of the best and most secure encryption schemes available anywhere. You, as the client, choose the encryption key and your data is encrypted based on that key. Before it is sent to our vault, it is compressed and encrypted using the encryption key that you specified. So it NEVER leaves your network without being encrypted. It is sent over a secure 128bit SSL Connection to our vault. If you ever need to restore data, your encryption key will be needed to "decrypt" the data to a usable format. Without the key, the data is completely useless. Don't forget the key! We cannot recover the data or the keys! If a key is forgotten, then a new key and vault will need to be created.

**Q:** How much does this cost?

**A: Disaster Recovery:** There are 3 parts to pricing a DR/BC Solution:  **(1) Cost of Hardware/Software, (2) Initial Setup Fee, and (3) Monthly and Yearly Service Fees**

- Pricing can vary greatly depending on what type of network you are running and how many servers you want to protect. Contact an iVault salesman for a quote.

**Off-Site Data Vaulting:** Vaulting is priced by the compressed gigabyte plus any retention area you will need. Please refer to the attached price guide.

**Q:** Can you Vault our Exchange Server? What about all our Mailboxes?

**A:** Yes, we support Exchange 2000 & 2003 Information Store vaults as well as individual mailbox backups! Contact a salesman for details.

**Q:** If I vault my data, how can I get it back if I need it?

**A:** There are many ways to get your data back. If it is just a few files that you want to restore, then you can either login through the agent software that runs on your server and restore through the interface, or you can login to the secure website and download your files directly through the website. Your data is available to you anywhere and anytime!

If you have a very large amount of data to restore, for instance, in a server rebuild, your choices are:

- Use a high-speed broadband connection to download your data. Our connection is has multi-meg throughput so we can at least match what your end pulls at.

- We can ship you an external USB or Firewire harddrive with all of your data on it, FedEx to you next day priority.

- We can have a USB or Firewire harddrive messenger to you (NYC only)

- You can come and pick it up on a USB or Firewire harddrive from our  offices (NYC)

**\*\*Remember, the data on these harddrives are useless without the encryption key! So even if a drive is lost or stolen, the data cannot be recovered into a usable format without the encryption key.**