



# ONLINE BACKUP AND RECOVERY SERVICES

CONCORD COMPUTER CONSULTING, INC. - CCCI  
INNOVATIVE AND EFFICIENT DISK-TO-DISK BACKUP AND RECOVERY

Intel resellers have been providing hardware for their small-medium business customers' needs for decades. Now with their expanded IT services offerings, they are uniquely positioned to provide customers with a complete solution for their IT needs. This new service offering is backed by Intel's quality and brand promise.

As the need for global access and 24 x 7 application availability become standard requirements, organizations are increasingly challenged to keep critical data protected and available, while minimizing interruptions to their operation environment. Our Online Backup and Recovery Services address these challenges by offering data protection capabilities that can be quickly deployed into your new or existing IT infrastructure.

Our backup solutions deliver completely automated, disk-based backup and recovery, providing up-to-the-minute protection of critical application servers, database servers, and file servers. Our innovative solution is specifically designed for customers requiring efficient, secure, and cost-effective data backup and recovery without significant operational maintenance.

## FEATURES TO OUR ONLINE BACKUP AND RECOVERY SERVICES

Through a secure connection to your network, online backups are conducted automatically and without human intervention, safely transferring and storing data to a secure location. The Service also facilitates compliance with regulations governing electronic storage and access to confidential data.

Service features include:

- Backup any server that's connected to the Internet (25GB of data or more)
- Restore files to any server, in any location, that's connected to the Internet
- Multiple data retention options based on retention time periods (30-day, 1 year)
- Comprehensive portal for:
  - Centrally managing your backup environment
  - Reporting
  - Customizing backup schedules
  - Restoring files on-demand
  - Encrypted data for security compliance requirements
  - Conserves bandwidth usage through compression and incremental backup technologies.

The datacenters used to deliver these services are enterprise class with N+1 redundancy in all critical systems as well as access to multiple network carriers, and diverse fiber feeds. The resulting benefit is that we can contractually provide a minimum of 99.5% uptime to our clients.

## BENEFITS OF ONLINE BACKUP AND RECOVERY

Our Online Backup and Recovery Services deliver significant value to our clients:

**Scalability:** You can easily add servers to the backup process without having to add additional hardware or personnel to your IT environment

**Operationally efficient:** The automated disk-to-disk process eliminates daily administrator intervention and tape media management

**Simple, self-management:** Through a simple interface, users can easily restore their own files (using a password provided by the service provider) or view key statistics about the backup and recovery process

**Performance:** Only changed data blocks in new or changed files are backed up, resulting in significantly faster backup times and less back-end storage consumption

**Security:** End-to-end data encryption ensures that your data remains secure throughout the data protection and recovery process

**Flexible options:** Customers can choose to keep backup data for either a 30-day or 1-year retention period

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