

## HexiSTOR's Online Backup Service Provides Four Key Features:

1. **Automated Backups** - Data is backed up automatically 24 hours a day. No one has to remember to change tapes or perform a daily backup.
2. **Offsite Storage** - Your data is stored at one of our secure facilities. If your servers are damaged or destroyed, your data is still safe and available for restore.
3. **Immediate Recovery** - Data can be restored anytime, without contact us.
4. **Long-term Data Archive** - You can restore a version of a file exactly as it looked months or years ago.

## What is the HexiSTOR Online Backup Service?

HexiSTOR Online Backup is designed to add a new level of protection to your critical business data and systems. It takes advantage of secure connections over the Internet to "vault" data offsite at secure facilities. The service gives you confidence that your data is secure, current, and always available. It also eliminates the need to manage backup yourself, allowing you to focus on your business.

The HexiSTOR Online Backup utilizes industry-standard technologies for security and data protection and provides the additional security of storing data at a secure hosting facility.

## Do I need to understand computers and the Internet to use this service?

HexiSTOR Online Backup was designed from day one to provide unparalleled ease-of-use. HexiSTOR Customer Service will help with the installation and setup, and is always available to answer questions, 24 hours a day.

## Does HexiSTOR Online Backup Service work over the Internet using my existing DSL connection?

HexiSTOR Online Backup Service can take advantage of your existing Internet connection to add real-time protection for your critical business data. Using state-of-the-art tunneling technology, HexiSTOR ensures secure transmission of your data. The service can work with your existing firewall and/or routers.

## Does HexiSTOR Online Backup Service work over a private network?

HexiSTOR Online Backup Service can work effectively over private connections. Taking advantage of partnerships in the bandwidth industry and state-of-the-art tunneling technology, HexiSTOR can use your existing infrastructure efficiently with few, if any, changes.

## How much data can I protect?

You can protect all your systems in your main, branch and remote offices. For maximum efficiency, it is important to identify those databases that are critical to the operation of your business, and assure that you have sufficient bandwidth. HexiSTOR's Online Backup Service is intended to solve the problem of protecting data where full-time IT staff is expensive or not available. Typically, customers are protecting between 1 and 20 gigabytes per server.

## What are the bandwidth requirements of the service?

The service requires an "always-on" connection to the Internet. The bandwidth



requirements vary with different types of data and data change rates. A good rule of thumb, based upon a typical 5% daily change rate, is that we will use about 40 kb/s for every GB that we protect (kb/s is kilobits per second and GB is gigabytes). We take advantage of out-going (or upstream) bandwidth. As a result, you will usually not see any affect on the performance of your Internet connection for browsing and other downstream activities. HexiSTOR can often use existing bandwidth with little or no impact on production.

Below is a basic chart that lists common available bandwidths and the amount of data they can protect assuming a 5% average change rate: if you are protecting a high-activity database only, you may experience higher change rates that will require a proportionate amount of additional bandwidth.

<b>Bandwidth (upstream)</b>	<b>Total Protected Data Per Site</b>
128 kb/s	25 GB
384 kb/s	50 GB
512 kb/s	150 GB
768 kb/s	250 GB
1.544 Mb/s	500 GB

NOTE: Many Internet connections are advertised by their downstream bandwidth. Make sure you know your upstream bandwidth. It is important also that if you are using DSL that you have SDSL (Synchronous Digital Subscriber Line) and not ADSL (Asynchronous Digital Subscriber Line), which may not have enough upstream bandwidth. Please contact us if you have more questions about bandwidth requirements.

## GENERAL QUESTIONS:

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

Contact us at 312.593-6100 or email [sales@hexistor.com](mailto:sales@hexistor.com)

### **What happens if I lose my network connection?**

HexiSTOR Online Backup is designed to recover automatically from any type of network failure, even prolonged network outages. Once a connection is re-established, HexiSTOR Online Backup automatically continues protection. HexiSTOR detects and transports the changes that have occurred since the last connection and resumes replication.

If there are excessive network outages, we will contact you promptly. We are always monitoring your systems to ensure that they are consistently protected. Our Service Operations Center is online 24 hours a day to proactively monitor the state of all connections and systems.

### **Is the performance of my system affected by the backup service?**

HexiSTOR software uses very little system resources on your machine. Because of the continuous, real-time protection, the overhead is dramatically reduced over



traditional backup approaches. Typically, you will see less than 5% performance change after starting the service.

### **Can I get 24x7 support?**

The HexiSTOR Customer Service is available 24 hours a day to help assure that your data is protected continuously.

### **What happens to my data if I cancel my service?**

In the event that you cancel your service, we will offer you a number of choices to protect the data that we have been maintaining. We will continue to hold the data and make it available to you for a small monthly fee. We can also transfer the data to other media types and ship these to you. Finally, we can delete your data from our system. We are in the business to protect your data. We are committed to this from the day you begin your service with HexiSTOR.

## **BACKUP AND RESTORE:**

### **How long does it take to back up my data?**

There is only one full backup required, called the initial synchronization. After the first synchronization is completed, HexiSTOR will only send the bytes that change. In other words, after the initial one-time full backup, your system will be protected continuously with minimal bandwidth usage. The initial backup may take multiple days, and will for the most part be transparent to your system.

### **How can I get my data back?**

HexiSTOR Online Backup Service offers numerous options for restoring data. You can initiate your restore using HexiSTOR Restore Manager™, a simple web management interface, from any remote location at any time. You can also obtain assistance from Customer Service. We also offer the ability to have your data shipped on NAS (Network Attached Storage), CD, or DVD devices. Customer Service can help you determine the best method.

### **How long will a restore take?**

HexiSTOR Online Backup Service offers two different restore options to optimize for the size and importance of your restores. We even offer you the ability to automatically select the most efficient path for your data.

By using Restore Manager™, you can restore your files almost immediately. In this case, your data will usually be delivered in the amount of time required to transmit the quantity of data over your specific bandwidth. See the chart below for approximate restore times for typical bandwidths.

<b>Bandwidth (downstream)</b>	<b>MB per hour</b>	<b>GB per day</b>
128 kb/s	50 MB	1.3 GB
512 kb/s	200 MB	5 GB
1.544 Mb/s	650 MB	16 GB

## **Can I monitor or manage my running backups or restores from home?**

Using Restore Manager™, a secure, web-based management interface, you can initiate your own restores, monitor the status of your backups.

## **How do I know that I will be able to get my data?**

There is fault-tolerance and redundancy in every system in the HexiSTOR Online Backup Service. Additionally, all systems are proactively monitored 24 hours a day. HexiSTOR Online Backup addresses issues before they become problems.

## **COST/PRICING:**

### **How is it priced?**

In most cases, HexiSTOR Online Backup Service is priced based on the number of computers being backed up and how long the data is archived on our systems. In addition, we offer a pricing plan based on the amount of data being protected (per gigabytes) on the server that starts at 100GB. Contact one of our sales representatives for more information at [sales@hexistor.com](mailto:sales@hexistor.com)

### **How is billing done?**

There are two billing options, monthly bills to a credit card or discounted upfront billing for the year. If you go over the allotted plan size, you will be billed for the additional amount as stated in your contract.

### **How affordable is this service?**

HexiSTOR Online Backup Service is designed to offer a higher level of service and protection than currently available to small/medium business and enterprise remote branch offices. In addition, the cost of the service is often LESS than the combined expenses of running backup and disaster preparedness processes internally.

### **How do I determine present costs for comparison?**

There are a number of costs to take into account to make a complete analysis. Essentially, there are hardware and software costs, administration costs, and offsite storage costs.

Hardware and software costs are usually viable for about 3 years (like depreciation). Included in these costs are backup software, tape drive(s) or libraries, tape media and training (for hardware and software). Also, add in the cost of maintenance.

Administration costs are generally more substantial and also more difficult to quantify. These include the time to change tapes daily, the time spent monitoring and managing backup jobs, the time spent doing restores, the time and cost of delivering tapes offsite for disaster recovery and the time spent resolving hardware and software issues. Offsite storage costs may vary depending upon the solution.

A detailed analysis would generally demonstrate that the costs listed above are significant. As a result, HexiSTOR is usually less expensive in real costs and you are also getting real-time offsite data protection; no management headaches; and peace of mind knowing that your data is protected using the same techniques as Fortune 1000 companies.

## SECURITY:

### **Where is my data kept offsite?**

Your data is kept in secure hosting facilities. These centers maintain physical, environmental, and electronic security.

### **Who has access to the offsite facilities?**

There are a limited number of people who have access to the physical vaults. There are tightly controlled for gaining access to the vaults. Multiple levels of redundancy and fault-tolerance are in place to ensure that your data is well protected at all times, even in the case of major system failures. Additionally, employees with access are screened and bonded.

### **Is there a security risk in transmitting my data over the Internet?**

HexiSTOR Online Backup Service uses tunneling technology to create a private point-to-point connection between your protected server and your HexiSTOR server. The latest electronic security software is used to create a secure Virtual Private Network (VPN) that encrypts all transmissions. Digital certificates uniquely match your server to the HexiSTOR server to keep this connection private. Additionally, any modification of policy or issuance of a restore requires an authorized username and password.

### **What if I get a virus?**

HexiSTOR Online Backup Service offers the ability to "rollback" your files, databases, or entire systems in the event of a virus infection. So, you will be able to recover your infected documents from the time before they were infected. Additionally, HexiSTOR never opens or modifies your documents, files or databases, eliminating the possibility of spreading viruses.

### **Can other companies using this service see my data?**

To your company and others, it will seem like you are the only one using this service. You will not see the names or data of other companies using the service. Every HexiSTOR server utilizes black box security. The only way in is through your private encrypted tunnel, and the only way out is an encrypted restore generated by an authorized, password-protected user request. No one can see your data, copy it, or make modifications of any kind.

### **Can someone in my company access data through the service that they ordinarily couldn't?**

HexiSTOR always requires secure authentication to access data. You determine who can initiate and monitor restores and manage backup policies.

### **Can I allow certain employees of my company limited access to the service without compromising security?**

Each server can have a list of administrators that are allowed to initiate restores. These employees would generally be the system administrators.

### **How do you prevent other people from pretending to be me to get my data?**

We use SSL security with username and password authentication to limit access to your data on our web portal. We also require "authentication" via phone when you call Customer Service. When you set up the service, you will be able to choose your usernames/passwords and define who has access to the various levels of functionality available in the web portal.