

Data Safe F.A.Q's

■Is the data encrypted?

Yes, before it is sent offsite it is encrypted using 128 bit 3DES encryption technology.

■Is the data compressed before it is sent?

Yes. The amount of compression achieved varies depending on the content of the data.

■Is all of the data sent down the broadband connection every time?

No, although all of the data is verified each time, only updates and changes have to be sent thereby minimising the load on broadband connection.

■Do you need to reconfigure the customer's firewall?

Not usually because the DS makes an outward connection.

■What are the technical requirements for DS?

A TCP/IP connection to a LAN and that the LAN has a broadband (or similar speed) connection to the internet.

■How do I connect the DS?

Simply to a 13Amp power supply and a LAN connection.

■Does DS require a fixed IP address?

No it will work with fixed or dynamic IP.

■Does DS come with a warranty?

Yes it is fully guaranteed for 1 year. We deliver a new device (fully populated with your data) and collect the existing device, in the event of any hardware issues.

■Can individual files be recovered?

Yes any or all the data can be recovered at any time

■Does the DS service include archiving?

Yes a separate copy of each day's data is kept for the last 7 days. However long term storage of data is not part of the standard product.

■What support do we provide for the reseller?

We operate the data centre and monitor all the DS units at customer sites. We also provide resellers with marketing material and leads.

■Does it tie up the broadband capacity?

DS has a special feature which regulates the rate of data transfer such that your broadband is not more than 20% loaded.

■If the customer has a large amount of data initially, how is this transferred to the data centre?

In this situation we initially take a copy of the data using a portable hard drive. This copy is then used to 'seed' our data centre. This means that a full backup exists immediately.

■What configuration is required on installation?

The reseller will install the DS. The only configuration required is to ensure that your important data is put onto the DS unit.

■How is data restored in the event of a PC or server failure?

The data simply needs to be copied back from the onsite DS to the PC or server. This is very fast.

■How is data restored in the event of disaster (fire, theft, etc.)?

We have standby DS devices in our data centre. If your device is lost or damaged, we will transfer a copy of your data to a new DS and courier it to you.

■How does the DS appear on the network?

It simply looks like a new hard drive device.

■What data is backed up?

All the data that you put on the DS unit will be backed up.

■How often is the data backed up?

The onsite backup is done instantly. The offsite backup is done every hour.

■Where is the data backed up to?

The onsite backup is kept within the DS box. The offsite backup is to Webnet2000's secure data centre.

■Who has access to the data?

Local access controls can be put in place to fit in with your organisations access policies.

■What service level agreements do you provide?

The onsite data is available immediately. If a new DS is sent to you it will arrive within one working day.

■How are we charged?

There are two charges. One for the DS device – this is very competitively priced compared with tape drives. Secondly there is a monthly charge for the offsite backup, the recovery service and for continuous monitoring.

■What is the contract term?

We do not tie you into a contract term. If you wish to stop using your DS service, as soon as we are notified we will stop charging you.

■Is it compatible with Microsoft?

Yes it is fully compatible with Windows XP, Microsoft SBS, Exchange, etc.

■Does it comply with the Data Protection Act?

We are registered under the Data Protection Act and are fully compliant with all its requirements.

■How do I know that it is working?

We continuously monitor both the operation of your DS device and we validate that the backup process is working correctly. You also have the ability yourself to check that all files are being backed up to our data centre. This is done using our web interface. So if you save a new file, within an hour you will be able to see it in our data centre.