

ComputerCare Managed Online Back Up Service

ComputerCare Managed Online BackUp Service is an Industry Standard Best Practice solution offered to clients.

- **Daily automated BackUp of your selected data, files and email**
- **Data is encrypted and securely stored in two different data banks**
- **Full 'GrandFather', 'Father', 'Son' backup
(7 End of Years, 12 End of Months, 5 End of weeks & 7 End of Days)**
- **BackUp status is monitored daily to ensure they are successful**
- **Free of charge Testing, Trouble shooting and Fixing**
- **First 20 lost or deleted files restored free of charge each month**
- **The space allowed for your data is adjusted automatically to your needs**
- **Invoiced at the end of each month for the next month**
- **Simply paid as a normal 20th of the month invoice**

The Service allows for the secure storage of your data in our Data Centres. Your Data is sent over the internet on a scheduled basis to our DataCentre in Palmerston North. It is encrypted and duplicated, with an additional copy being sent to our Wanganui DataCentre.

All your OnLine BackUps are monitored daily to ensure they are successful. Online BackUp is a fully Managed Service. We analyse, rectify and test any problems with your Online BackUps free of charge.

The Managed Service keeps a copy of your data for each of the last seven days, five end of weeks, 12 end of months and seven end of years. We can tailor your End of Year to match your Financial Year. The recovery of up to 20 lost or deleted files each month is included. If you need to find a lost file simply contact our Support Team on 0800 600 606 or support@computer care.co.nz.

When your Online BackUp data space needs to increase we allow you up to another 10 GB in our DataCentres. Your data allowance increases in 10 GB Steps and Mailboxes increase in 5 mailbox steps. This allows a single increase to stand for at least a few months, and there is no need to worry if you slightly increase the amount of information or number of users on your systems. You are simply invoiced at the end of each month for the next months usage which is paid as a normal 20th of the month invoice.

Important Details about the ComputerCare Managed Online BackUp Service:

Backup Security:

All your backups are secured with 256 bit AES encryption with ECB and are encrypted prior to leaving your site. All BackUp data is stored at ComputerCare's Palmerston North Data Centre, which is physically secured, alarmed and monitored 24/7. All data is replicated to our Wanganui Data Centre that is also physically secured, alarmed and monitored 24/7.

Backup Retention

For Desktop Based BackUp customers, a 30 day file retention policy has been put in effect for data backed up to our servers. This means that we can restore changes made to a file up to 30 days ago.

For Server Based BackUp customers, our servers have been configured with a Grandfather, Father, Son retention policy. This means data is backed up onto our servers daily, with a copy of each BackUp retained. After seven days the BackUps are overwritten, with a weekly BackUp retained for archival purposes. The weekly BackUp is retained for five weeks at which point a monthly BackUp is taken. Each monthly BackUp is kept for twelve months, at which point a yearly BackUp is taken. Each yearly BackUp is kept for seven years.

If you feel there is other data on your system(s) that needs to be backed up, or require a more comprehensive retention policy please contact us to discuss options.

Data Quota

Your storage quota will be increased as your need for capacity increases. We have made you aware of what is currently being backed up. Unless specified, all data within these locations are fully backed up. Please make sure you are aware of the following:

- No active data filters are in place (Unless requested and specified). This means that all files within the selected locations will be backed up. This may include files which you may wish not to be backed up (temporary internet cache, temp files, system files, etc).
- You may be backing up music, movies and photos which can be both large in size and unaffected by the data compression system the BackUp software uses. This may affect your data quota size.
- If you move/copy data from one folder location to another (Directory A > Directory B) then this data may be seen as a new data set and create a full BackUp of these files

Data Restoration

The ComputerCare Managed Online Backup Service provides for **data recovery only**, and does not provide full restoration of your Windows operating system and applications.

In a Disaster Recovery situation, a return to full service could be delayed as the Windows Operating System and applications will need to be reloaded by other means before the data can be restored from the Online BackUp.

Several options (both online and local) do exist to ensure a speedy return to service in a full disaster situation. These include ComputerCare approved Industry Best Practice solutions for Bare Metal Restore of disparate hardware. This allows you to totally restore your Server Operating System and data files onto an alternate Server, which can be a completely different model, without the need to totally rebuild and configure the Operating System from the 'ground up'.

ComputerCare does have available the use of temporary loan servers which may be utilised in this situation. However please note that Service Level Agreement clients take priority for the use of these emergency loan servers.

This is one of the solutions we can work with you to develop through our Disaster Recovery and Business Continuity Contingency Planning Service (see below).

Lost or Deleted a File or Folder, Having your Files Recovered

If you have accidentally or otherwise deleted a file or folder you can simply contact the ComputerCare Support Desk on 0800 600 606 to request the recovery and restoration of your lost data. The first 20 files restored a month are covered by your monthly cost. Please note that a Full Data Restore of all your files will be charged at your normal ComputerCare hourly rates. If you are a ComputerCare SLA Client, this will be managed to meet the contracted timeframes of your Service Level Agreement.

Planning to Recover from a Server or Data Loss Disaster

ComputerCare is able to work with you to develop and enable an Industry Standard plan to ensure you can continue to access your IT Systems and continue to operate your business in the event of a failure, outage or unforeseen natural disaster.

This could cover how to ensure you can keep your business running if your Server failed, was stolen, or how you had to wait on essential replacement parts.

The Disaster Recovery Process or a Business Continuity Plan can cover how to quickly restore your data onto your servers, a ComputerCare loan server, or even automatically switch over to a fully functional stand by Server.

If you would like to discuss the benefits and outcomes of this consultation service, simply contact your ComputerCare Account Manager, or ComputerCare direct on 0800 600 606 and we can start a conversation.