

# REMOTESTOR™ DATA PROTECTION SERVICE

Protect your business from disasters with outsourced backup services.

Disasters happen. Data gets lost. There's just no way around it. Good thing there's "data insurance" from Incentra – a unique combination of consulting, technology, and outsourcing services to protect your data from unforeseen dangers. Incentra uses automated, enterprise-class, disk-to-disk remote backup solutions to offer you industry-leading service guarantees. Through the RemoteStor service, Incentra combines the best of leading data protection offerings to provide a backup and restore solution that gives you peace of mind in any situation.



# Data protection with RemoteStor is affordable, hands-free, unobtrusive, secure, and 100-percent guaranteed – leaving you with more time to manage your business.

## Realize the full impact of your IT investments

Through our unique combination of consulting, technology, and outsourcing services, we help you maximize every dollar invested in your IT. Whether you use us selectively or comprehensively, we will leverage the full breadth of our experience to help you meet your specific business needs – efficiently and cost-effectively.

**Consulting** – Our consulting services help you understand your business needs, provide visibility into your infrastructure, and give you specific recommendations and action plans to achieve your goals.

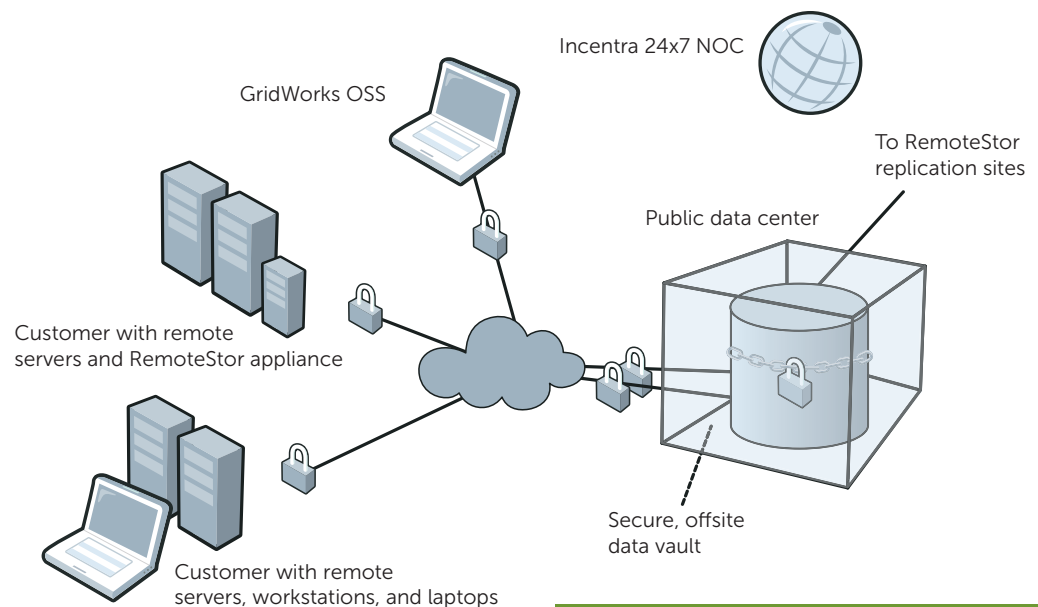
**Technology** – As a single source for your data center technology needs – from servers and storage to networks and security – we provide a better technology experience. From more than 100 leading brands, we'll help you select, install, and support your data center technologies at competitive pricing.

**Outsourcing** – Our customized outsourcing services address your specific needs for performance, cost, and reliability. We manage server, network, storage, and security solutions 24x7 to ensure your IT investments are optimized. Reduce your cost and risk of IT infrastructure operations by leveraging our toolset, people, and processes for continuous improvement.

By trusting Incentra with some or all of your valuable data assets, you can be certain that your distributed servers, workstations, and PCs are automatically and continuously backed up and restored over existing Internet connections. Our data protection experts continuously monitor and manage this service to ensure your data's protection and restorability.

Highly trained data protection engineers provide monitoring, management, and support 24x7, giving you the same benefits of having enterprise-class backup performance hosted on your own infrastructure.

- Simplify your backup requirements, while gaining more control over your data
- Focus your expertise toward achieving business goals, not just managing data protection
- Receive cost-effective, automated, and reliable worry-free service
- Protect your data from any disaster
- Guarantee backup and recovery of data
- Secure data daily with offsite protection
- Easily access and monitor backup data through our proprietary GridWorks® Operations Support System (OSS)
- Archive long-term data more affordably



RemoteStor Architecture

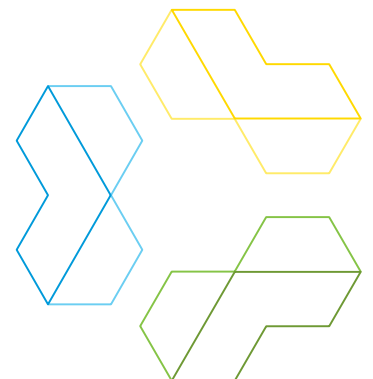
## How remote backup services work

Simply put, using Incentra's data protection services is like having a total, enterprise-class backup facility onsite – without the expense, administrative hassles, or restoration worries. Your file system, raw partition, MS Exchange mailbox and message-level data, and database are automatically and securely backed to an enterprise-class, disk-based data protection system located in a secure SAS 70 Type II data center. Backups occur daily at scheduled times and are fully managed by our automated systems and Network Operations Center (NOC).

With Incentra, your data is continuously accessible and available through GridWorks OSS – enabling restoration to any server, at any time. We monitor, manage, and maintain all of the data protection systems and processes on a continuous basis, notifying you automatically when events affect your service. If a catastrophe occurs, we rapidly restore your protected information to get you back up and running quickly.

To ensure fast backups and immediate access to your protected information, RemoteStor utilizes state-of-the-art global, single-instance data de-duplication at the source and online disk storage. These processes enable backup times that are 98-percent shorter than traditional methods and on-demand backup file restoration.

RemoteStor features real-time monitoring with online access to status, health, and performance reports through GridWorks. GridWorks allows you to check the progress of backups, access historical performance and billing information, and view and restore backed-up files, as well as receive compliance reports across your data protection environment. Plus, its tiered administrative policies assure only appropriately privileged users have access to view or control backup and restore actions.



## How can Incentra impact your IT?

- Receive 100-percent guaranteed restore success
- Ensure your business is protected against natural and human disasters
- Utilize best practice solutions for information protection, storage, networking and security systems, and processes
- Protect your data offsite and in transit with VPN tunneling, encryption, firewalls, and intrusion detection
- Quickly locate and restore critical information
- Fully automate your backup and restore processes with 24x7 availability
- Guarantee adherence to auditable compliance policies
- Balance cost, performance, and compliance with your specific needs
- Spend less time and money on infrastructure management

As a proven provider of managed storage for thousands of companies worldwide, we know how to optimize storage infrastructures to deliver reliable results. Put our professional expertise to work for you with our complete suite of outsourced services for data centers, collocation centers, and remote offices. To learn more, visit [www.incentra.com](http://www.incentra.com).

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### International

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