



Service Description



A leading provider of scalable enterprise-level data management including data vaulting, backup, recovery, and archiving solutions.

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CONFIGURATION

What is ANS DataSafe? ANS DataSafe is a unique alternative to traditional backup methods, replacing conventional tape based systems with a fully automated online, off-site solution. It provides centralized and automated backups of PCs, file servers and application/database servers with secure offsite storage and immediate online restoration.

DS Client. The system uses a DS Client software program installed onto hardware on the customer network, which performs the backup and restore activity.

Appliance. Customers may purchase an optional appliance to enhance their disaster recovery options. The appliance is used to hold a local copy of backup data and is capable of virtualizing failed server hardware.

Data communications Link. The DS Client software is connected to the data vault through an existing communication link to the Internet or a leased line circuit enabling all backup data to be transferred between the customer site and ANS data centers. Each customer's requirements and the level of ANS DataSafe service will determine the capacity of this link. Typically the circuit capacity will be specified to accommodate current requirements and anticipated growth in data volumes. The circuit can be arranged and contracted by ANS.

Encryption Keys. For the security of customer backup data, the DS Client software encrypts every file it sends with an encryption key provided by the customer. The files are stored and remain encrypted on the data vault at all times. The decryption process occurs during the restore operation of the backup data by the DS Client software. This ensures that all backup data transferred and stored outside the customer location is always encrypted. The DS Client software uses a 256-bit AES encryption algorithm.

IMPORTANT: The customer is responsible for storing their original encryption keys in a secure location. Loss of the keys will prevent recovery of the customer's backup data. ANS has no knowledge of the customer's encryption keys.

ANS DataSafe Service Setup. ANS will arrange a convenient time to perform the installation and configuration of the ANS Solution. Once the DS Client software has been installed, ANS will work with the customer to configure ANS DataSafe functionality. A day's worth of onsite support for this initial configuration is included within the standard ANS Service offering. The customer can purchase additional onsite support at a fixed daily rate.

ANS DataSafe Operations. All ANS DataSafe operations are performed using the DS Client software. Authority to perform operations can be controlled by defining access to authorized users or groups of users, thus preventing backup and restoration of data by unauthorized personnel.

DATA COLLECTION

Initial Data Collection. The primary method of initial data backup is to a portable device because the initial backup volume is typically such that a network transfer is impractical. However, in situations where data collection over the existing communication line between the DS Client software and the data vault is practical, such a collection can be attempted.

Manual Data Collection. Where it is appropriate to manually transport the initial backup data, the process will involve installing a portable/temporary data vault on the customer premises and connecting it to the customer's hardware running the DS Client software, via a private LAN connection. Initial backups are performed to this temporary data vault until an agreed time when the data vault is disconnected and transported back to the data center. Once re-installed at the data center the DS Client software and the data vault are re-configured and connected via the communication line. The DS Client software and the data vault are then re-synchronized and normal service activity resumes.

BACKUPS

How do we do it? Backups are based on backup sets that define the scope of the backup operation to be performed. Backup sets are executed to perform the specified backup operation and can be executed manually or scheduled automatically.

Backup Sets. A backup set defines the files or databases that are to be backed up. They can include or exclude files or databases by directories, or by filtering the file type. This allows the customer administrator to define backup sets that meet precisely the customer's requirements, thus eliminating the backup of unnecessary data.

In addition, these sets define the number of retained generations, or versions, of files and databases backed up. This enables the customer to selectively restore any of the previous versions of files that have been backed up. The default is set at seven generations, but can be increased to 999.

Multiple backup sets can be defined for the same customer system. This feature enables the customer to define separate backups of different types of data on the same system. Multiple backup sets for the same system can also be executed independently. A backup set can only include data from a single customer system; one or more backup sets must be defined for each system to be backed up. Backup sets are defined in a similar manner for Microsoft Windows and Novell NetWare file systems and for backups of Microsoft Exchange and SQL Server. This single interface enables efficient administration of the ANS Service. Authorized administrators can manually execute ad-hoc backups however; the normal method will be to schedule automatic execution of the backup sets.

Open file backup. By default, ANS DataSafe will attempt to backup files that are opened, but not locked, by other applications on the customer system. The customer administrator can further configure this functionality, either globally or by individual backup set, to define the method for handling open files and the number of backup re-tries to perform. The DS Client software provides comprehensive online help information for defining these options.

All open files that fail to backup are reported in the activity log on the DS Client software and in the status report provided by the email interface. Files that are completely locked by another application,

such as Microsoft Outlook PST files, will not be backed up. Optional software to allow open file backup can be recommended and purchased by customer at additional cost.

Backup Schedules. ANS DataSafe has an extensive calendar based scheduler for automatically executing backup sets. Schedules can be defined to execute backups daily, weekly, monthly, or on a more randomly defined frequency. Multiple schedules can be defined, and multiple backup sets can be associated with a schedule. Where multiple backup sets are associated to a schedule, the customer administrator can define the number of concurrent backup sets to be executed and the priority in which they should be executed. The DS Client software provides a graphical view of the backup schedules. This allows the customer network administrator to quickly view the status of the backups and identify any conflicting or overlapping schedules.

Monitoring Backups. The DS Client software provides extensive monitoring and reporting capabilities for customer administrators. This includes detailed logs of backup activity, details of all files backed up, error reports and audit trails for all backup and restore activity.

DATA RESTORATION

How does it work? The DS Client software allows the authorized customer network administrator to quickly and easily select and restore data. Data can be restored to a remote system; for example, the administrator could use their desktop machine to restore data to a remote server. Multiple restore operations to separate servers can be performed from a single DS Client software making this particularly suitable for a help desk role.

Online Restore. The primary method of data restoration is online. The DS Client software provides a Restore Wizard that guides the customer administrator through the process of selecting and restoring data. The Restore Wizard allows the administrator to search and select files for restore, select the version of the files and choose the target destination for delivery.

Having selected the data to be restored, the DS Client software delivers it across the leased line from the data vault at the data center. As part of the operation all associated security permissions for the data are also restored.

Portable Disk Restore. For larger quantities of data, the customer administrator can request a copy of the backup data be copied to a portable disk system. The only data that can be restored from the portable disk is that which was specified when initially requested. If additional backup data is required then this can be restored either online or by a new request for a portable disk being initiated.

IMPORTANT: The Customer's encryption key must be made available for data to be successfully restored.

ANS DataSafe SCOPE OF SERVICES AND EXCLUSIONS

The Following Services are typically included within the ANS DataSafe service offering:

- Installation of DS Client software at the customer site.
- Creation of 10-server backup sets (maximum).

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- Transfer of the initial full backup offsite to the data center and synchronization with DS Client software.
 - Testing and demonstration of live functionality of ANS DataSafe.

The following services are typically optional and may incur additional charges which will be specified in writing to the customer:

- Restores as described in the Data Vaulting Capabilities section of this document.
- Additional DS Client software installations.
- Creation of additional server backup sets (more than 10), which will be charged at the standard daily rate.
- Assistance/advice with incorporating backups for remote locations.
- Advanced training on data recovery of supported applications. For example: advanced recovery techniques for Exchange Server.

IMPLEMENTATION PLAN

ANS DataSafe will provide an automated mechanism whereby the customer will be able to backup data from all designated servers and network connected desktop computers as defined in the Data Vaulting service definition. Subject to the conditions outlined in this document ANS will insure that the service delivered to customer will function as specified.

Installation and Configuration The following details what will happen upon signing of this contract and the sequence in which the data vaulting service will be installed.

Pre-Installation

- An ANS customer service representative will call your nominated technical contact and verify all the technical details prior to proceeding with Phase 1 of the data vaulting installation.

Phase 1

- Installation of DS Client software. Assist the customer in the set up of backup schedules for up to a maximum of 10 servers. Please note that you will be responsible for setting up any remaining servers.
- Testing of the service connections to DS Client software.
- Testing and sign off of onsite functional operation, following the completion of scheduled backups.

Phase 2

- Completion of the service connection installation and live testing of connection between the ANS network and the customer's network.
- Transfer of customer data offsite, testing and sign off.