Remote Backup Service

by **North American Technology**

Introducing:

A Fully Automatic ● Off-Site ● Secure ● Remote Backup Service

HIPAA Compliant

How Does Remote Backup Work?

North American Technology's Remote Backup Service works like regular data backup software, with one important difference. Instead of sending backups to a tape drive or other media attached to the computer it is backing up, **Remote Backup** sends the backup over the Internet, regular telephone lines, or other network connections to our backup servers safely offsite. It does this (usually) at night while computers are not being used. Backups can also be done on-demand, any time.
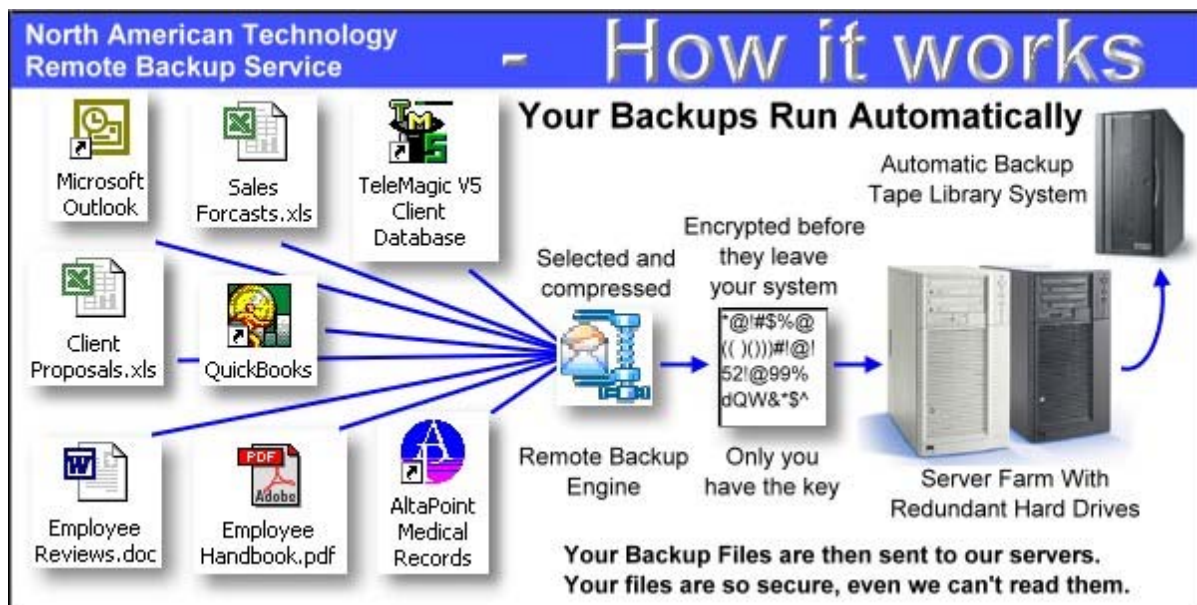
It's completely automatic. In fact, you may even forget its working. Most businesses put their lives on the line every night and don't realize it. With businesses depending more and more on the data stored in their computers, proper backups are becoming much more critical.

New Feature – see more information below.

Remote Backup accomplishes several essential steps that are often overlooked or done improperly by other backup software - especially in the regular non-automated backup systems.

Backups are done on schedule*, reliably.* Most businesses don't do this. For one reason or another, they don't keep a regular backup regimen. Usually it's because the person responsible for doing backups (if there is one) is too busy doing something else, or someone is using the computer when it's time for a backup, or they simply forget. Since Remote Backups are done with automated software usually at night, when nobody is using the computer, backups are always done on schedule.

The correct files are backed up. Ordinary backup software is often installed with a list of files to be backed up. This set of files usually represents the state of the system when the software was installed, and often misses critical files. Further, it often fails to back up files that get added later. Compounding this problem, VERY few businesses take the trouble to reset their backup software regularly to include new files.

Remote Backup solves this problem by constantly reevaluating the computer system, adding files to the backup as needed. Several full copies of files are stored using a sophisticated version control system unavailable in most other backup software of any kind. This is much too important to overlook.

Remote Restore: The general definition of "proper" backups requires redundancy. One must keep multiple copies of the same files at different points in their development, called *versions*. As an example, you should have a different copy of each backed-up file for each backup session. Further, you should be able to **easily restore any of your files** up to any given point in time. Banks do it, big corporations do it, and so should small businesses. Only ***Remote Backup*** has such an easy to use version control system.

Remote Backup encrypts its backups using your choice of eight of the strongest cryptographic methods in the world for complete security so nobody, not even the RBS Service Provider, can read the files. Finally and most importantly - Backups are immediately sent offsite and stored safely away from the clients' computers and their businesses. This is where almost every business makes its biggest mistake. Even if they do everything else perfectly, backups are of little use if their building burns, or they are unable to physically recover their tapes from the premises. Most small companies who do backups leave the tapes in the building with the computer, where they can be destroyed right along with the computer.

Remote Backup allows you to use various Encryption Standards. Depending on the country you are in, some of these standards may not be available to you. They are all available in the United States and Canada.

Your files are encrypted before they leave your system. Only you have the encryption key. (Do not lose it) **No one can read your files not even me, your Remote Backup Service Provider.**

- **DES** is the old US Federal Standard

- **TDES** is a much more secure form of DES

- **Blowfish** is probably the most secure of all. It uses a key length that is variable from four bits to **448 bits**.

  AES is the new US Federal Standard. Remote Backup supports three levels of AES from 128 bits to 256 bits. 256 bit AES is very secure, but it is also slow.

- **No Encryption** is used in cases where you want to share data among peers, or when the requirements of a particular business do not allow encryption.

Remote Backup has many advanced features. At 19 years old it's the most mature product of its kind, the acknowledged industry leader. ***Remote Backup*** runs on all versions of 32-bit Windows, including Windows 95, 98, NT, 2000, ME, and XP. It works with all networks, including Novell Netware and Windows networks.

New Powerful Features

BitBackup substantially reduces the amount of time it takes to back up files, and saves you money and storage space on the **Remote Backup** Sever. It backs up only the parts of files that have changed since the previous backup. For example, if you change a single 5-character word in a 2 megabyte word processing document, BitBackup will back up only the 5-character word, plus a small amount of data needed during restore.

The first BitBackup backs up the whole file. Thereafter, each backup contains only the parts of the file that have changed since the most recent full backup. All BitBackups are cumulative - each can fully restore a file up to the point the backup was made.

BitBackup is particularly useful in backing up huge files like databases that may change only slightly every day. Our exclusive technology is far more reliable than others because of the cumulative nature of BitBackups.

System State Backup: backs up the Windows System State. This backs up the Windows registry, user settings, and Windows system files.

Active Directory: backs up the Windows Active Directory database and transaction log on Windows servers that have it installed. If Active Directory is not installed, the option does not display.

Local Data Store: When BitBackups are used, **Remote Backup** maintains copies of the most recent backups on the local computer or network, available for immediate (and very fast) restore without the need to download them from the RBS Server. The location of the local Data Store is configurable, so workstations in a network can share a common network drive for their Data Store.

The local Data Store is automatically selected when restores are requested from the most recent backups. Restores from the local Data Store proceed at the local network speed and do not require a connection to the RBS Server. Thus, they are much faster than restores that access the RBS Server, and represent a redundant failsafe method of restoring files in case the RBS Server cannot be reached.

This is how Remote Backup works:
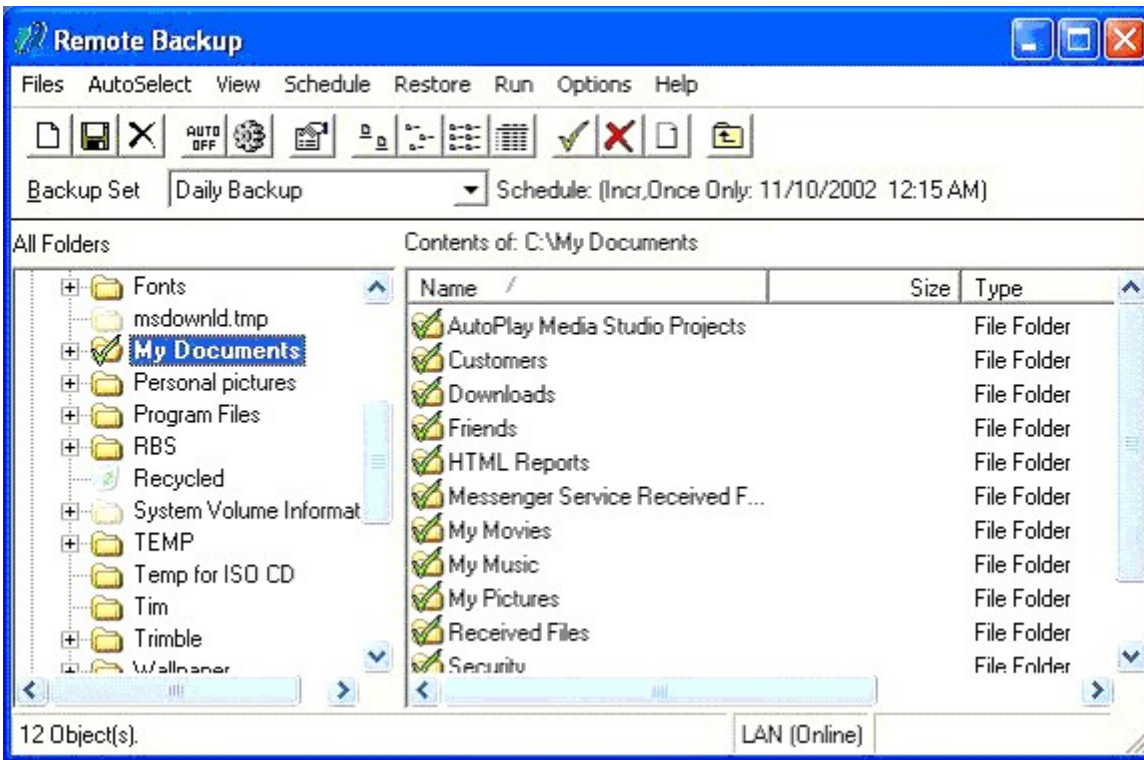
After you install the **Remote Backup** software, you will simply leave your computers on at night. **Remote Backup** "hides" in the background without interfering with any other program. The **Remote Backup** icon appears on the System Tray.

At a predetermined time, **Remote Backup** "wakes up" and determines which files need backing up, and what kind of backup (out of three possibilities) is scheduled for that night. It then compresses those files into archives that can in many cases be only 10% to 20% of the original file sizes. These archives are then encrypted using an encryption key known only to you. After the files are compressed and encrypted, **Remote Backup** uses your Internet connection or other communications device and sends the files off-site to my Remote Backup Server.

Remote Backup then verifies the files and goes back to sleep.

Your valuable computer files are now safe off-site. If the building burns or your computer is stolen, your business can be saved by replacing the equipment and restoring their files from the RBS Backup Server.
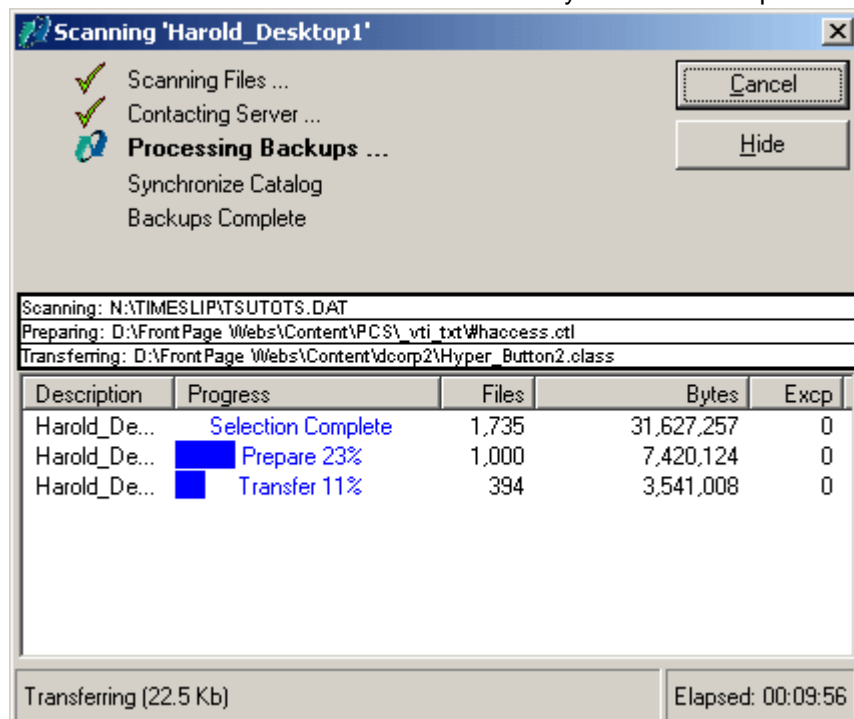
How to Restore your files:

This is the main Restore screen. The left pane contains a list of your named Backup Sessions. The ones with a plus sign (+) beside them have backed-up data associated with them. Click on the plus sign to open the Session List.
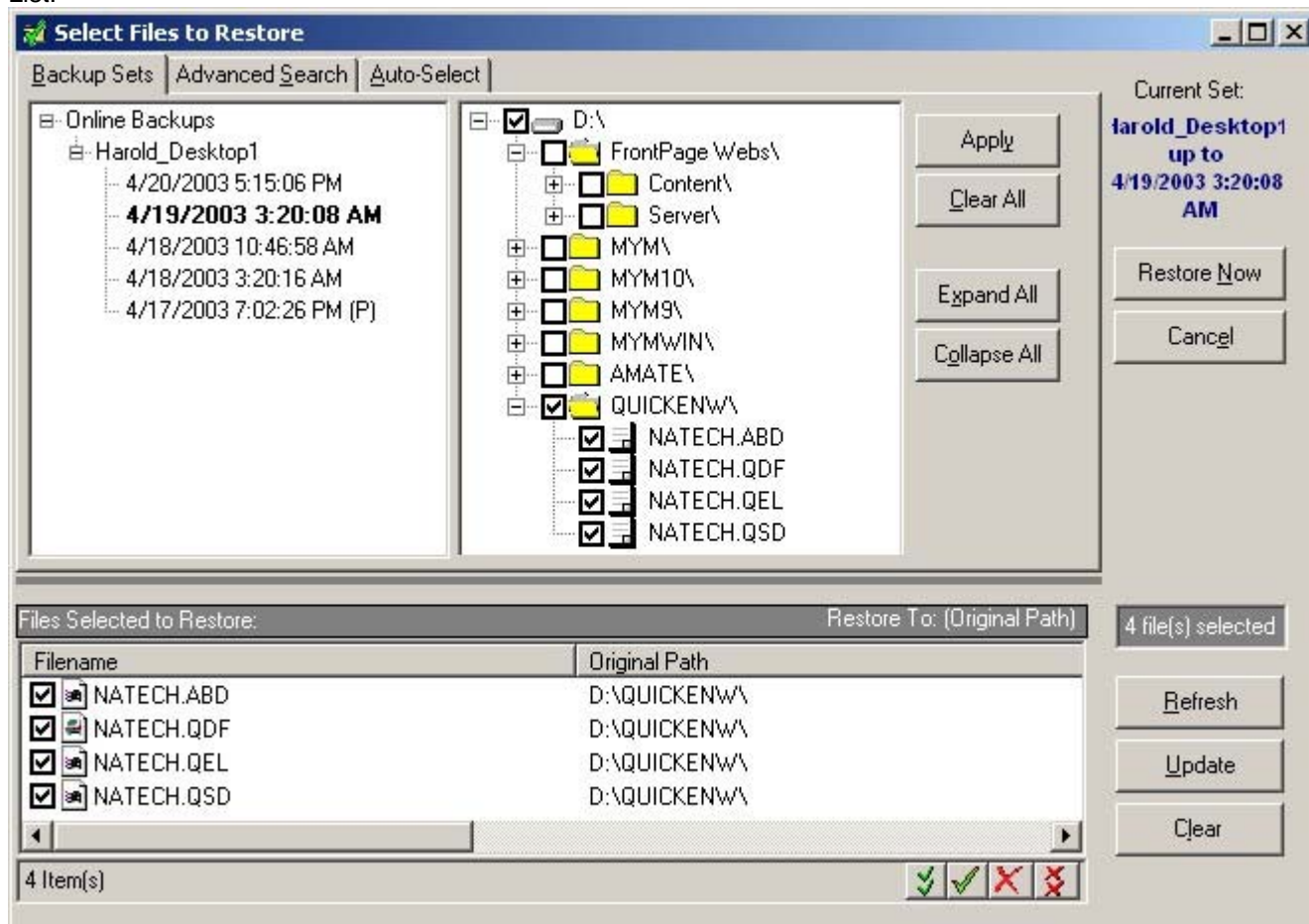
Under each Session is a list of backup sessions that have been performed. They have the dates and times they were performed, in ascending order of oldest to most recent.

Double-click on a session to display its contents in the right pane. As with the standard explorer interface, you can click on the plus signs (+) to open the tree view of the backup session to further explore it.

Backups are encrypted for complete security. Tape backups are not generally encrypted, so anyone can read them and gain access to client database, billing records, payroll, tax info, and everything else on your computers.

Our Version Control System keeps multiple copies of your files on our Server. Our system NEVER over-writes a file. If you want to restore a file from two weeks ago, you can, back to a specific date - as long as you still have that data on our Server. For example let's say you work on a document on Monday, Tuesday, Wednesday, Thursday... Now let's suppose it is Friday and you want to restore the document from Wednesday. No problem, you simply pick which version of the file you want. It's just that easy.

You can set your software to rotate files. It can erase the oldest backup files by the length of time they have been on our Server. So, if you like, you can set the system to delete all files that are 30 days old (as an example). This would mean that your Server would automatically erase data as it hit 31 days old and the latest session is written to the disk, effectively keeping the most current 30 days of data online. (or 14 days, or 60 days - whatever) Or, you can turn this feature off and keep all data.

Our powerful Restore features can rebuild (in real-time at the time of restore) a full file set containing all the latest versions of files from multiple backup sets for Full, Incremental, Differential and Bit Backups.

Pricing:

	Automatic Off-Site Secure Backup Service HIPAA Compliant	
Plan A	Up to 20 Megs per Month, held for 30 days	19.00
Plan B	Up to 50 Megs per Month, held for 30 days	50.00
Plan C	Up to 100 Megs per Month, held for 30 days	68.00
Plan D	Up to 200 Meg per Month, held for 60 days	82.00
Plan E	Up to 300 Meg per Month, held for 60 days	99.00
Plan F	Up to 500 Meg per Month, held for 60 days	112.00
Plan G	Up to 1 Gig per Month, held for 60 days	149.00
Plan H	Up to 2 Gig per Month, held for 60 days	169.00
Plan I	Up to 5 Gig per Month, held for 60 days	190.00

- Prices are Per Account per Month, paid monthly by Electronic Funds Transfer or Credit Card, in US Dollars.

- Annual Plan - Pay for 11 months in advance and get the 12th month free

- Setup, configuration and other services are available at $125.00 per hour.

- A one time upfront fee of $50.00 will be charged to cover the client software license fee for each account. Each account can be used by several networked systems.

- All Plan sizes are the sized by the amount of compressed data sent to our servers.

- Clients needing more than 5 Gig per Month will be billed at $38.00 per Gigabyte.

- If you need to backup files while they are in use an Open File Backup Manager Option is also available.

Try our service for 30 days **FREE!**

Most people are just not sure how much compressed data they will be transmitting to our servers. So they have no idea what plan they are qualified to use. To solve this problem we offer a free 30 day trial. At the end of the 30 days we will send you a detailed report showing you exactly how much compressed data you stored on our servers. If you want to continue using our service you will pay for that month of service and then continue using our service knowing exactly what plan you qualify for. If at the end of the evaluation period you decide not to use our service, (heaven forbid) you will not be charged and your encrypted data will be promptly removed.

One thing to keep in mind. Other companies charge you on the total amount of data you backup. We think that is unfair, so we only charge for the amount of compressed data you send to our servers each month. In addition we also offer an annual plan. If you pay in advance for 11 months of service we will give you the 12th month free.

Please visit our web site to download our Customer Subscription Agreement.
This agreement must be completed before a demo account can be opened.

Then you can download and install Remote Backup Client Software.
Please be aware that you must contact us for an account name and password before you can backup to our servers.

Ask about our other Disaster Recovery Services:
Stand by Backup Server Service
Real Time Server Backup Server Service
ASP Application Hosting Services.

If you have any other questions please contact:

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