

Twin Vault : *secure online backup*



Twin Systems plc : *beyond technology*

safe : secure : essential

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1.0 Introduction

Twin Systems plc has delivered technology service solutions to hundreds of clients and thousands of users, for over 16 years. Our constant innovations ensure that our clients get the most from their technology investment everyday.

We are leaders in bringing desktop streaming support to our clients. This has enabled us to resolve more issues than ever, with direct support to our clients, through our service desk.

Using **GoToAssist™** we can work with our clients to resolve incidents directly at the desktop. Over 80% of incidents are now resolved without a user visit. This service is provided through an encrypted and secure web portal link.

Since 2002 we have deployed **Mutiny®** the leading network management and support tool with a wide variety of clients.

We have total visibility of our client's networks and can manage everything within their environment; from the storage capacity on their servers to the processes on each application server.

BCVault is our latest innovation. The majority of our clients are using tape media for their backup needs. This solution has been in use since the advent of mainframe systems. Reasonably reliable, robust and easy to understand it has proved a satisfactory solution.

However, its effectiveness as a solution is now diminishing. The ever larger amounts of data being stored on tape are starting to pose a major issue for many clients who do not run an overnight shift. Hence tapes cannot be changed to increase capacity if required during the backup. Also, everyone is now more business continuity aware. Often backed-up data is left on site, therefore, compromising any Disaster Recovery plan.

BCVault ensures your data is safe and restorable, whatever happens to your server environment. There is no capital outlay and you only pay for what you use.

2.0 Who are we? An overview of Twin Systems plc

Twin Systems plc was founded in 1990. Our focus has always been to provide the epitome of managed technology services to our clients. Many of our clients have enjoyed long and mutually beneficial support partnerships with Twin Systems plc.

We operate IT managed service support contracts for a number of our clients. These are supported through our service desk in St Albans, which provides network monitoring, real-time desktop streaming and incident resolution.

Our client base extends throughout the UK, encompassing many industry sectors including:

- banking and finance
- publishing and media
- recruitment
- engineering
- real estate
- facilities management
- retailing
- healthcare
- telecoms.

Our teams are either based on client sites, or are mobile; responding to clients through our service desk. We have vast experience with over 1.2 million responded to incidents since our inception. We have built a knowledge base that is one of the richest and far-reaching in the industry.

Our continued success in a historically turbulent marketplace is testimony to the skills of our staff, and our ability to evolve our service offerings to reflect the *real* needs of our clients.

Our continued service and product development policy ensures that our clients can be confident of their technology's performance. They know it is operating at its most effective, everyday.

Our headquarters is in St Albans, Hertfordshire. Our BCVault Service is based outside of London and the Home Counties, at Sibson, Peterborough, in a purpose-built business continuity centre.

We are fully ISO 9000 compliant and are a member of the Help Desk Institute.

3.0 The history of data backup

The backing-up of live data has been a function of systems operation since the advent of the mainframe. Traditionally, the majority of systems in operation have used a tape device for backup, which formed part of their onsite configuration.

From the mid-1990's there was a rapid increase in the amount of data that tape devices could handle from the mid 1990's. This masked the actual increase in storage usage that was happening within the network environment.

Therefore, until about two years ago, data tape storage was still a viable option. Many clients were able to put their vital files onto one tape. This is no longer the case. With two, three or even more tapes being required for a successful backup, this gives rise to a number of operational issues and questions, including:

Who should change the tapes?

Once more than one tape is required, someone has to change that tape. As most backups occur overnight this would involve changing someone's working hours and possibly include additional payment. This is working on the assumption that one of your employees is willing to perform the late-night role.

How to configure and maintain complex tape arrays?

With more data to backup, the complexity of device and its configuration is increased. This induces an overhead in capital cost and support charges. There is also no guarantee of future 'proofing', that any device has a maximum capacity.

Is the risk of failure increased?

Tape sub-systems are, by nature, electro-mechanical. Our statistics show this as one of the critical points of failure within the system. Increased use, through larger and lengthier backups, impacts their reliability and their incidence of error accordingly.

4.0 What is online backup?

Online backup is the backing-up of business critical data to a remote location, using sophisticated software technology.

Online backup technology bypasses your traditional tape sub-system and uses your existing data infrastructure to take data offsite securely.

How does it work?

Very simply, it uses your existing network and implements three main components:

4.1 The Collector:

This is a hardware appliance that sits on your network and enables the effective collection of data. This device performs the function of managing your online backup process completely, discretely and in the background

4.2 Backup and encryption data software:

This sits on a client machine you have specified, enabling you to control all elements of your backup

4.3 Secure Data Storage:

The data is stored in a secure datacentre, ready to be restored at anytime.

Data is transferred over your existing telecommunications network on an incremental basis each night.

Why do you need a reliable and secure backup solution?

No-one ever expects a disaster to strike. We can never tell if it will happen, when it will be or what will occur. But we can and should be prepared. Just in case. Take a look at the statistics over the page:

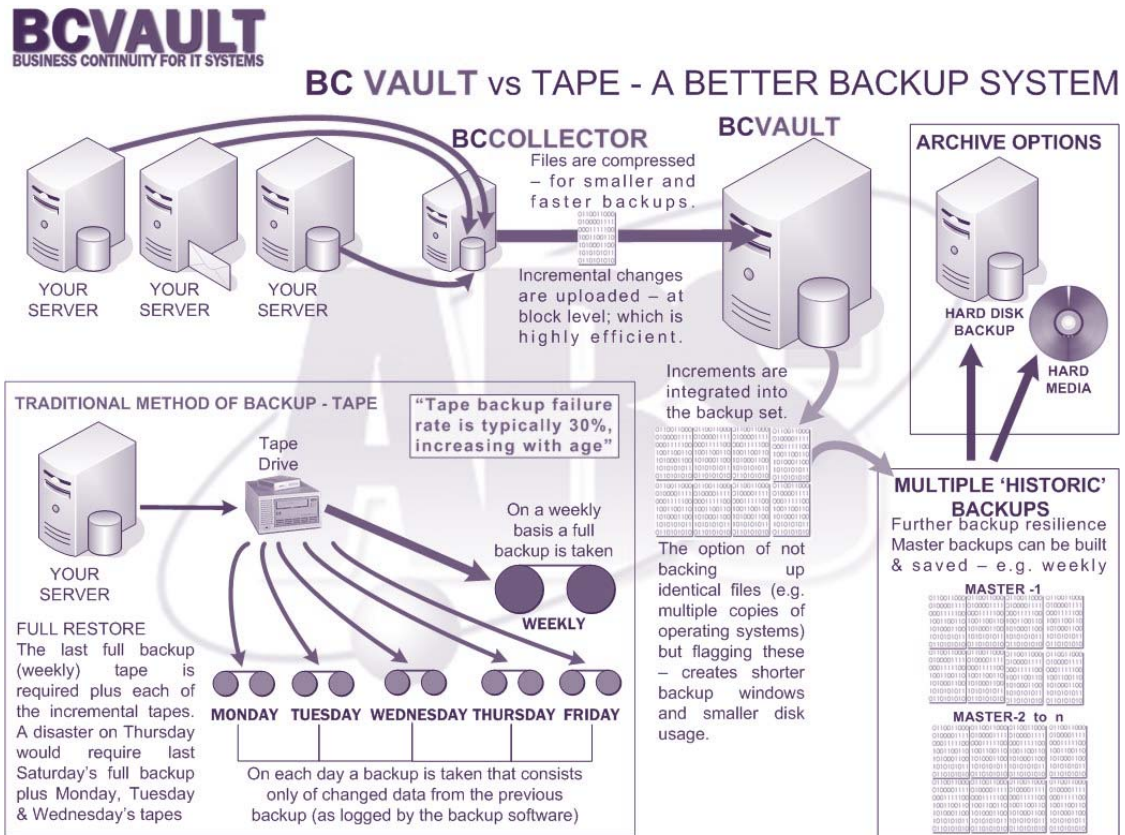
- Over 80% of companies who suffer a disaster can expect to go out of business within 18 months as a consequence. (*Source: Survive*)
- The survival rate for companies without a disaster recovery plan is less than 10% (*Source: Touche Ross*)
- 70% of all successful attacks on computer networks, many of which were accidental, were carried out by employees/insiders (*Source: IDC*)

Can you afford to be another statistic?

5.0 BCVault: service and options

The BCVault online backup service works in the background, securely and automatically; 24 hours a day, seven days a week, protecting your data.

5.1 Traditional backup 'vs' online backup

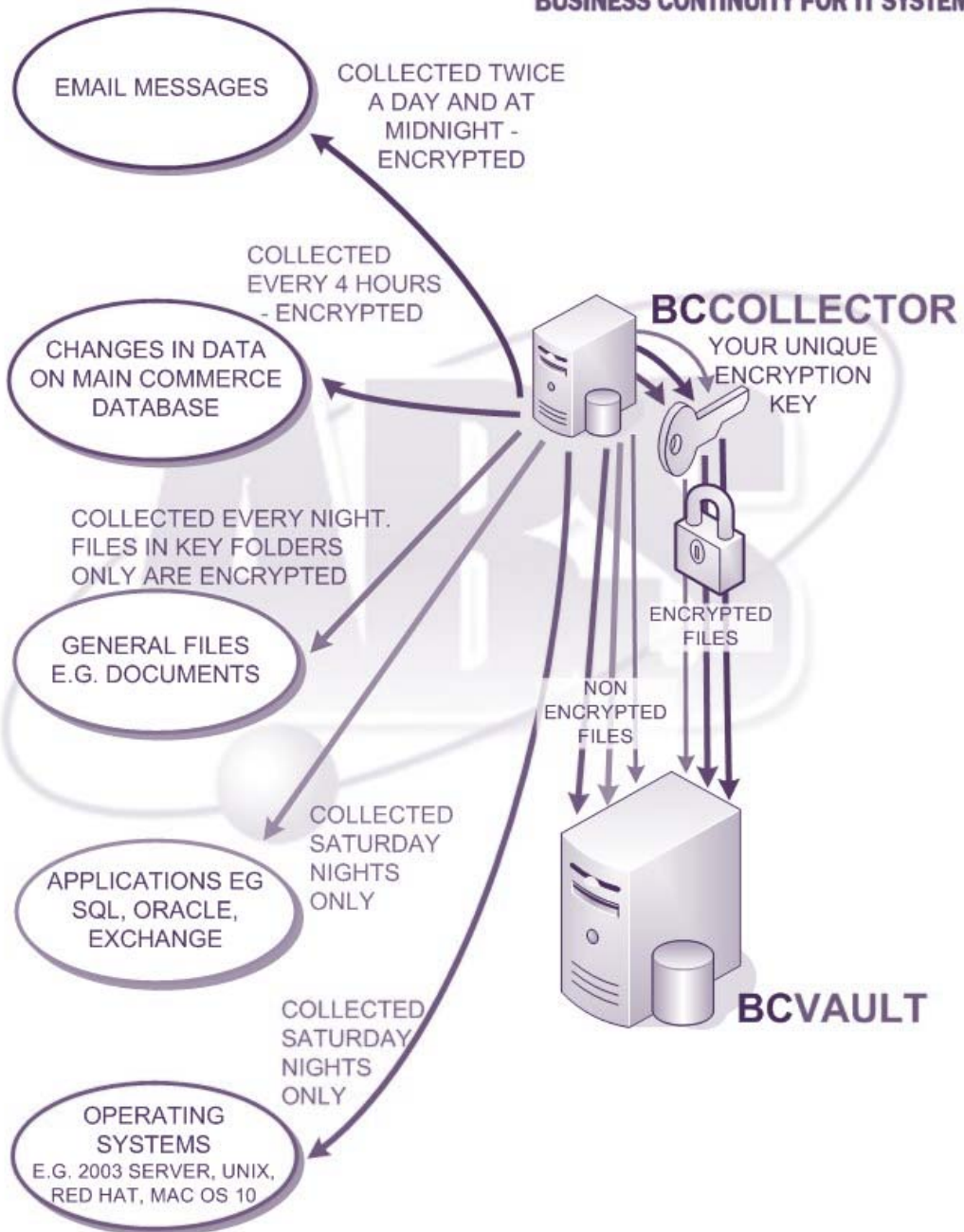


Source: @dvanced

5.2 How BCVault works

BCVAULT

BUSINESS CONTINUITY FOR IT SYSTEMS



Flexible, configurable offsite backup methodologies and schedules.

6.0 Top ten: benefits of the BCVault service

1. reliable and self-checking
2. secured with class-leading encryption
3. multi-platform
4. reduces time spent by your staff
5. no capital outlay: pay monthly
6. only pay for what you use
7. a major step towards business continuity planning
8. complies with the Data Protection Act
9. scalable
10. no limit to the frequency of restores



Safe and reliable



Cost effective and efficient

7.0 Frequently Asked Questions

How long does the initial backup take?

Depending on how much data you are backing-up, the initial backup could typically take typically up to 16 hours. Backups will be incremental from that point; typically taking less than three hours to complete.

Is BCVault multi platform?

Yes it is. It supports all major operating systems. If BCVault can 'see' a file, it can back it up.

What about agents?

BCVault does not require an agent for the majority of files. The exception to this is for the backing-up of individual mailboxes, which requires an exchange agent.

What can I backup?

Whatever you like: servers, desktops, laptops, operating systems, applications, etc.

Who manages the backups?

We supply and manage the BCCollector and BCVault hardware and operating system. The choice of backup management is up to you: we can provide a completely managed and administered service, or you can manage and create your own backups. Once configured, backups can run automatically.

Is there a reporting tool?

Yes there is a very detailed reporting tool. It can provide some detail of your network trees and will generate detailed reports of your backup activities and volume. Notification can be by e-mail.

What is the setup process?

Twin will supply, install and maintain your BCCollector. ABS provide the hardware, with operating system and collector software pre-installed.

- engineers install the Control Graphical User Interface (GUI) on one or more nominated PCs on your site
- basic training is provided to up to two members of your team during the installation
- ongoing maintenance is included (minimal) and mainly by remote access.

Typically the whole process takes around an hour, including initial training.

E-mail & telephone support is provided for the first month free of charge; however, the GUI is intuitive and clear. We doubt that you will need this.

How much configuration is involved?

A minimal amount of configuration is required to ensure the BCCollector sits on your network.

What about data on laptops?

An optional extra is **BCVault Lite**. This allows you to backup key data from laptops and home users whenever they go on the internet. As BcVault only backs up incremental data, BcVault Lite is a very efficient process. It can also be automated to run in the background and may have encryption if required.

Laptops can be the Achilles heel in any network, whilst ultra convenient, they are prone to loss or damage through their portability. Vital data such as confidential client information or proposals are often stored on the laptop and not within your core systems.

BCVault Lite gives you the peace of mind that this too is securely backed-up.

8.0 Typical service charges

The BCVault service is available as a service over a minimum 36-month term.

Table 1: subscription details

Subscribed amount increment (GB)	Cost per month per stored GB	Minimum increment (GB)
25 - 50	£7.50	10
51 - 250	£4.95	25
251 - 500	£3.95	50
501 - 999	£2.95	100
Over 1TB - 5.99TB	£2.45	250

Terms (Subject to Contract) & brief overview

Subject to a **three-year contract**, there is no set-up charge to implement a BCVault solution. Cancellation within the first three months carries no notice penalty. Minimum subscription is 25GB. Different rates apply for other terms.

BCVault solution comprises two main components: Collector and Vault.

BCCollector is 'Client Software' running on a PC/server at the client site. The latter resides in our datacentre. The prices shown are based on a single overnight backup. The actual data is stored on our Vault.

BCVault may be half that of the original data size. Data is compressed and encrypted prior to transmission to our Vault. Compression ratio is dependant on file type i.e. text documents may achieve 50% whilst some pictures/drawings, 0%. There are no restrictions to the number or frequency of restores. Prices do not include client-end-communication links or any provision of private circuits. Default transmission-medium used for backup is the Internet. Additional charges may apply where increases in bandwidth are necessary.

How charges are calculated and frequency of billing

We will bill for at least 75% of the subscribed amount each quarter in advance. This is the minimum charge. The actual charge is based on the peak amount stored each month i.e.: if the Vault contains 50GB for 30 days and 55GB for one day (or less) then the bill for that month will be based upon 55GB.

Adjustment will be made each month i.e. an invoice will be raised for the additional amount stored in the month.

The subscribed amount may be exceeded by a factor of 9%. However this will attract a penalty equal to double the subscribed rate on the amount exceeded. Warnings will be issued automatically, by e-mail, when subscription exceeds 75%.

The service will automatically be suspended upon reaching 110% of the subscribed amount. To avoid penalties or cessation of service, simply increase the subscription level. Minimum increases are subject to subscribed amounts, as shown in Table 1.

Additional options

Exchange Agent:

- either £0.70 per GB per month, or £1100 annual fee
- allows individual mailbox restore
- agent installed on Exchange Server.

Local cache option:

- either £0.70 per GB per month, or £1100 annual fee
- holds last backup on disk
- requires disk sized to max backup & high performance machine.

9.0 Contact us

For more information check out our website : www.twinsystems.com

Or you can call us on : 0870 9090 898

Or e-mail us at : contactus@twinsystems.com

We will arrange for one of our expert representatives to visit you to discuss your requirements. We will tailor a solution to meet your requirements, leaving you free to concentrate on managing your business, not your information technology systems.

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BCVault service and management provision provided by Twin Systems plc, in partnership with the @dvanced Group.



Twin Systems plc is part of the Twin Group of companies.

Images and graphics courtesy of @dvanced Group.