ezTechDirect Backup Service Features

Introduction

Portable media is quickly becoming an outdated and expensive method for safeguarding important data, so it is essential to secure critical business assets and personal information with an easy-to-use, automated, online backup service. The ezTechDirect backup, archiving and recovery service is a powerful, yet simple to use solution. ezTechDirect comes equipped with features previously available only to Fortune 500 companies, but with an interface designed to be use by anyone in any size organization. This proven technology is user-friendly, reliable, ultra-secure and cost-effective. In this white paper, you will learn about product features and how the solution can help protect your important data.

Ease-of-Use

You already know how crucial it is to back up your data, but did you know that online backup is also effortless? Our technology aims to make your life easier by providing several user-friendly features including simple installation, automatic backup, off-site storage, scalability and 24/7 file restoration.

Simple Installation
Forget installing drives and changing tapes. Those methods are labor-intensive and can take hours or even days to complete, depending upon the size of the business. Setting up our solution is an easy, one-time event. Within minutes, you are backing up files automatically on a schedule of your choice.

Automatic Backup
With EzTechDirect, data backups are completely automatic and you can also manually initiate a backup at any time. Once the software is installed, you will create a backup set that contains the list of files that you want to backup along with a schedule for when you'd like backups to occur.

You do not have to select each and every file because the software includes wizards that make it effortless to choose what's in your backup set. Once you finish creating your backup set, the online backup software can calculate how much data you have chosen.

Setting up your secure online backup schedule is very easy. ezTechDirect gives you the option of setting a different start time for each day of the week. You also can choose not to run backups on certain days. After the initial backup, subsequent backups take mere minutes to complete because only new or modified files are uploaded.

Off-Site Storage

With EzTechDirect, all backed up data is automatically transmitted to two off-site, geographically dispersed, data centers via a secure Internet channel. Not only does this protect your data from loss in the event of a natural or man-made disaster such as theft, but it also eliminates the hassle of having to physically transport tapes and drives off-site.

Scalability

Have you had to catalog endless CDs or change tapes in the middle of a backup when space runs out? Now you will never need to worry about purchasing more hardware to support your personal or business data growth. With our solution, you can never run out of storage space. We make it possible for your online storage account to grow with your needs.

File Restoration 24/7

Let's face it - you could have the most powerful and most secure backup method around, but it is useless if you can't easily recover your files when you need them. That is why we have made restoring files with ezTechDirect simple and fast.

In fact, you can start restoring your files in seconds with just a few clicks of your mouse.

Restore files when you want, as often as you want. You have the ability to retrieve individual files, revisions of files, entire folders or backup sets. Or you can recover all of your data files in the event you experience a complete system failure or data loss.

To restore individual items, you can log in to the software, enter your password and choose the files, folders or revisions you would like to retrieve. The data will then be downloaded to your computer, decrypted and then restored to the original location or another specified location on the system. A password is required to restore any files, thus, preventing unauthorized restores, as per the HIPAA Security Rule.

In the event of a complete system failure, a full data recovery can be initiated in just minutes. The recovery procedure can be performed on any Windows-based computer - not just the computer where the data was originally backed up. You can simply download and reinstall the software, enter the username and password, and then enter the encryption key. Once the software installation is complete, the file catalog – the list of all of the files backed up – can be accessed, which will allow the user full control to restore their data.

Security

Our solution offers several features that provide maximum security when backing up and archiving data. Files are first packaged to ensure that bandwidth is minimized during transmission. The data is then encrypted using a unique 256-bit encryption key that you choose to ensure that files cannot be accessed by others. For added security, each encrypted file is sent over the Internet via a secure channel, and then stored in two redundant Level 4 SSAE 16 Type 2 compliant data centers, located hundreds of miles apart from each other.

Encryption
ezTechDirect is a secure online data backup solution which encrypts each file using 256-bit AES encryption technology. When you first install and configure the online backup software, you will choose a 48 character string that will then be converted into a 256- bit encryption key. Only you will have access to this encryption key, so it will never be transmitted over the Internet and it is never stored on our servers. This means that only you can access your online backup files. Each file that you backup is encrypted using this key and remains encrypted until you restore to your computer.

How strong is 256-bit AES encryption? Well, let's put it this way. In June 2003, 256-AES was approved by the United States National Security Agency (NSA) for use encrypting the U.S. government's documents classified "TOP SECRET."

Transmission
In addition, to local encryption the software communicates with the backup servers using SSL (Secure Socket Layers) technology. This is the same encryption technology used by Internet browsers when a user enters a secured site such as an online bank. As a result, your data is encrypted twice. It is encrypted at all times using the 256-bit AES encryption, and it is encrypted again while it's being sent over the Internet.

Storage
Your encrypted data is stored in two secure online data backup centers, located hundreds of miles apart from each other. Each data center has 24/7 monitoring and advanced security measures such as biometric controlled access as well as backup generators and redundant connections to the Internet.

Advanced Technical Features

We have spent a great deal of time and research to bring our customers advanced features for backing up and restoring data. These features include Exchange and SQL plugins, multiple file revisions, robust logging, and multiple computer support.

Exchange and SQL Plugins
ezTechDirect gives you the power to back up your Microsoft Exchange 2003, 2007, and 2010 databases as well as Microsoft SQL Server 2005 and 2008 databases. With Exchange, you can perform both full and incremental backups and with SQL, you can run full and differential backups. Plus, you can customize your backup schedule.

Microsoft Exchange Plugin

The ezTechDirect Microsoft Exchange plugin is the perfect tool for performing live, secure Exchange backups according to Microsoft's best practices. The Exchange plugin runs seamlessly in the background, never interrupting email flow. Moreover, it provides the flexibility to perform individual mailbox level backups. With this second backup method, retrieving one lost or deleted email is no longer a hassle: select the item you wish to retrieve and start the restore.

Microsoft SQL Server Plugin

With the ezTechDirect SQL Server Plugin, your server will never experience any downtime during a backup. The plugin runs seamlessly in the background as a service, never interrupting or shutting down the SQL databases. Setting up the plugin is effortless; simply select the databases you wish to backup, schedule times to run your full and differential backups, and then set the retention level. Restoring SQL data is just as easy; select the item you wish to retrieve and start the restore.

Multiple Revisions

With our online backup service, you can store an unlimited number of versions of the same file (by default, the software stores the last 10 versions of each file). So, if you have certain files or databases that you update consistently, you can always go back to a previous version. Go back to yesterday. Go back to last year. You never again have to worry about accidentally deleting the information in a file or overwriting a file by mistake.

You probably won't want to keep unlimited versions of all of your files because this would use a lot of storage space. That is why ezTechDirect offers a powerful revision rule wizard that lets you manage how old versions of files are stored. You can set the number of revisions for each file, folder, program or wildcard. So now you can keep an unlimited number of copies of your contact database, while only keeping a few copies of your Outlook PST file.

Logs and Reports

How do you know your backups actually worked? ezTechDirect's logs and reports show you what was backed up and when. With detailed statistics and information about each file that is backed up or restored, you never have to wonder if your backups really worked. Did a specific file get backed up? Just check the logs.

Receive email notifications

If you want even more assurance that your backups are functioning, you have the option of receiving automatic email notifications following every successful backup. You can turn this option on and off whenever you want from our web portal.

Multiple Computer Support

With our online backup service, you can back up a single computer or a server, multiple computers, mobile users or even multiple offices, all under one main account.

EzTechDirect also lets you back up files from mapped drives. This means you can back up files from computers running Linux or Mac by mapping their drives onto the PC that is running EzTechDirect.

Why ezTechDirect?

With a plethora of different backup options available today, it can be difficult to decipher which one will work best for your home or business. Portable media backup has become too expensive, labor-intensive and overall, outdated. That is why online backup has become the most sought-after form of data protection. ezTechDirect uses proven technology that has gained major recognition for its security, reliability, and usability. The features detailed in this white paper are just some of the reasons ezTechDirect can benefit you and your important data. Our online backup solution is affordable and a practical solution for any user.