



**Swiss  
Data  
Safe**

**Protect your Assets.**

# Online Backup Service (BaaS Bronze Service)

**SECURITY SERVICE UNLIMITED**

**Protect your Assets**

Data can be lost as a result of any number of reasons, taking most users completely by surprise. It doesn't really matter whether data loss is caused by viruses, Trojans or worms, by hard drives crashing, or even by physical damage (fire, water, power surge, etc.). What matters is that backup data is available and can be used to restore the system. Swiss Data Safe specialises in the operation and provision of backup, archiving and long-term archiving services, making essential and confidential data reliably and securely available. Personal customer contact is always at the heart of all our services. We consider this to be extremely important as it helps us to resolve issues quickly and efficiently, even in critical situations.

## Objective and purpose

- The customer stores their backup data at a secure and geographically remote location (50-100km away).
- The data is thus available in two locations: at the customer's site and at our highly secure data centre.
- A software client at the customer's site transfers its primary data to the Swiss Data Safe AG's data centre and backs up automatically in accordance with backup rules and a time slot, which can be specified by the customer.

## On-site service (customer backup)

- Connection to customer LAN infrastructure
- Local data on customer storage disk
- Automatic copying of data to the remote storage
- Regular data storage status controls
- Monthly report of storage capacity
- WAN connection, depending on capacity requirements
- Data security based on customer policy
- Security of server data by means of backup client on local disk storage (sta. / API)

## Service at external location (Swiss Data Safe AG)

- Highly secure data storage at external location (SDS)
- Data capacity from 1TB; can be increased in increments of 1TB
- Option: emergency recovery in the event of disaster, by means of physically transporting data to the customer
- LAN access to externally secure data by customer / Swiss Data Safe AG
- Data storage based on customer policy
- Option: external data storage on tape

## Customer requirements

- Customer can/must be able to restore data themselves

### Related services

The BaaS backup service enables Swiss Data Safe AG to offer its customers a fully supported hosting service (from its own data centre):

- Setup and operation of the remote location
- Helpdesk - staffed 24/7
- Backup service (emergency response team and ServiceDesk)
- Monitoring ( WAN / server / robots )
- Optional: external storage of physical tape

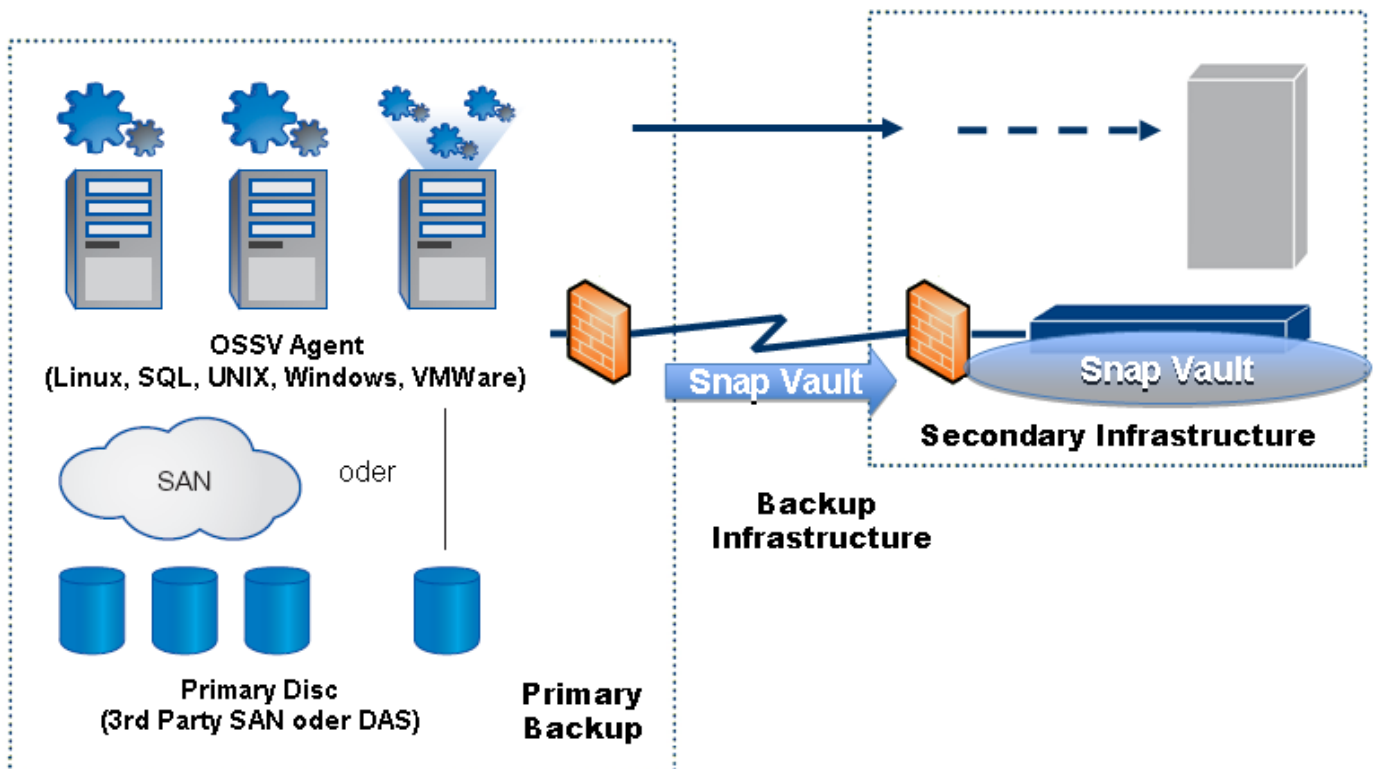
All variants include a monthly report. Swiss Data Safe AG also manages data at the data centre location. Costs are calculated according to volume.

### Application Support

- Microsoft SQL Server 2005/2008

### Platform Support

- Microsoft Windows 2003/2008 (support for Microsoft Cluster Services and Windows Server 2008 Failover Clustering solution)
- HP-UX• IBM AIX• Solaris™
- RedHat Enterprise Linux
- SUSE Linux Enterprise Server
- VMware ESX
- Hyper-V™



*System landscape: primary backup (customer) and secondary backup (Swiss Data Safe AG)*