



## Managed Data Backup Services

In today's new economy, architecting the right data backup solution for your organization can be a definite IT challenge. All too often, companies protect networks with sophisticated security while to adequately protect the mission-critical data their businesses depend upon. Outsourcing your data backup solution affords you the luxury of time and resources, so you can focus on building your business, not your backup infrastructure. Enterprise Hosting's managed data backup services provide a reliable, and cost-effective solution to store, backup and recover your mission-critical data.

### Key Features

- State-of-the-art Solution to Backup and Recover Data
- Web-Based Reporting and Usage-Trend Analysis to Track Backup Needs
- Offers Data Backup Services

### Benefits

- Pay as you Grow Pricing
- Capital Expenditure Control
- Centralized Backup Allocation
- Accelerated Application

### SLAs

- Completion Guarantees for On-Time Tape Backups
- Capacity Increases within days
- 45-Day Installation Guarantee
- Capital Expenditure Control
- Centralized Backup Allocation
- Accelerated Application Deployment

### IT Resources at Your Service

It is difficult to find the right IT resources with sufficient qualifications to manage your company's most valuable asset – your data. In addition to purchasing the hardware to manage the backup solution, Gartner Group estimates the management of the backup infrastructure is four to seven times the cost of purchasing the backup hardware itself. The overall investment of this service might be cost prohibitive. Enterprise Hosting's Managed Backup Services provide you with an outsourced solution so you can focus on growing your business.

### Replace the Need for a Costly Hardware and Software Investment

To succeed in today's new economy, businesses must closely control capital expenditures. Data Backup equipment is a costly investment and the technology is often obsolete before you can fully depreciate the asset. Universal data backup standards have not been established, and the interoperability of the equipment you select is rarely guaranteed. Additionally, long hardware lead-times mean you may not have the backup you need when you need it. Enterprise Hosting's Managed

Backup Services give you the reliability you need and the peace of mind you deserve.

### Dependable Service Without the Risk

Enterprise Hosting offers you state-of-the-art data backup services that are evaluated, developed, tested and maintained by the industry's leading data backup professionals. No need to invest in hardware, software or personnel. Web-based reporting and usage-trend analysis make it easy to track your backup needs. Our industry leading service-level agreements guarantee the availability and security of your data.

### Skilled Professional Environment

We offer varying service levels to meet your needs. Our data backup experts analyze backup trends and scale allocation to match even the most demanding and unanticipated growth. Because we deliver those experts as a part of our service, you are no longer burdened with the need to internally hire the right talent to manage your data backup infrastructure. That fact alone can make outsourcing an easy decision to make. No expensive hardware, no personnel issues, no Risk!

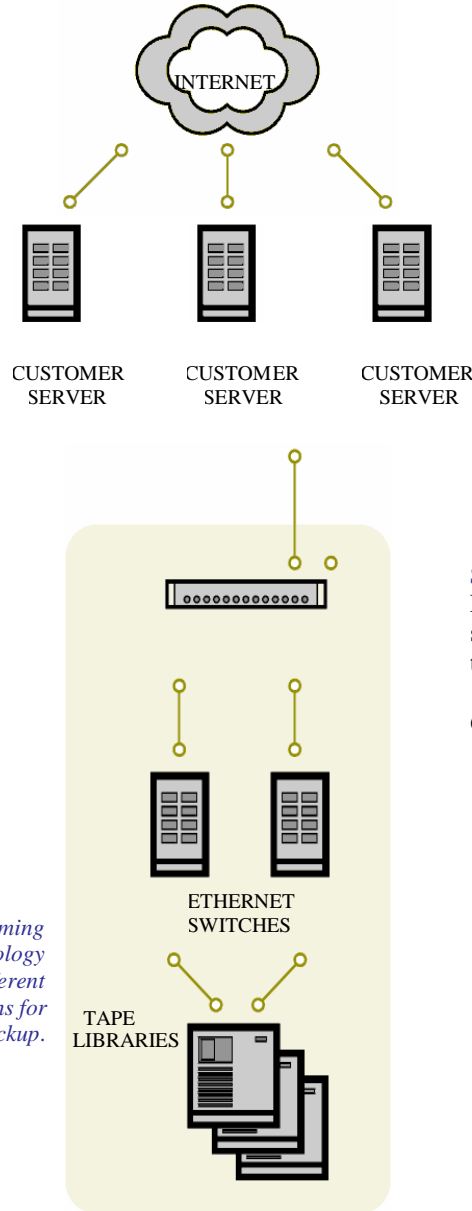


**DATA BACKUP:**

Developing and maintaining a data backup and recovery strategy is a necessary component of any network architecture. Failure to have a dependable disaster recovery strategy can lead to disastrous results.

Enterprise Hosting’s Data backup service guarantees your data is securely stored and accessible. Standard service offerings include weekly/full and daily/incremental backups and 14 days of on-line tape backup. Optional off-site tape storage and longer retention periods are also available.

*Using reliable, high-performing Data storage technology Enterprise Hosting offers 2 different service options for tape backup.*



**Service Level Agreements**

Enterprise Hosting supports its managed storage services with service-level agreements that are among the best in the industry.

**Guarantees include:**

- Availability for primary data storage of 99.0%, 99.9% or 99.999% depending on the service level you choose.
- Capacity increases within 24, 48 or 72 hours depending on the service level you chose.
- Successful tape backups
- Delivery of backup tapes stored offsite
  - Critical requests - 90 minutes
  - Emergency requests - 4 hours
  - Unscheduled requests - 24 hours
  - 45 Day Installation

