



Data Protection Solutions

Everyone agrees that it's important to keep your data protected with a comprehensive backup plan. Now, government guidelines and regulations are making it a top priority. These requirements demand proactive measures, but doing it yourself often means spending money on expensive, specialized equipment, which you then must allocate valuable IT resources to maintain and monitor.

With ViaWest Data Protection Solutions, you receive the equipment and expertise you need to ensure your data is backed up and secure. All ViaWest Data Protection Solutions are powered by Incentra Solutions, the world-class storage experts. You get the best of both worlds—an infrastructure designed by data protection experts and service and support provided around-the-clock by ViaWest.

What you get

Getting started with a ViaWest Data Protection Solution is simple. We'll work with you to design the right backup solution for your business, assist in the installation of backup software on your servers, and help you establish the automated procedures that lead to the safe and effective storage of your data. Your data will be backed up onsite to tape or disk drives located within a secure section of our data center.

Should you need to access your backed-up data, you can contact our engineers at any time for assistance. Or you can do it yourself. Our control software and customer portal make it easy for you to initiate restore procedures, speeding recovery time and minimizing any downtime you might experience.

BENEFITS

- > Protect your critical data with solutions designed by storage and backup experts.
- > Scale your solution as your business needs change without the expense of redesign and retooling.
- > Greatly minimize the chances of data loss.
- > Save time and money by depending upon the data protection expertise of ViaWest and Incentra.
- > Free up crucial IT resources.
- > Save management time by using our web-based portal to schedule, review, and even restore data.



We offer two types of data protection solutions

File backup and database backup

With both you get:

Backups	We perform complete backups every week, but do daily incremental backups as well to minimize the chances of data loss and to speed recovery time.
Data storage	We will store data from the past 14 days since the last data backup.
Customer-initiated restores	You can restore data yourself through our secure web portal.
Restore requests	Our service includes five restore requests per month. Additional restore requests are available for an additional fee.
Online reporting	We will provide you with the information you need about consumption and performance in comparison to our service level agreement.
Monitoring and support	Both Incentra and our engineers will be monitoring the performance of your solution at all times, and are available to provide support around-the-clock.
The ViaWest commitment	We will respond to restore requests within 30 minutes.

Even though our solutions are comprehensive, protecting your data doesn't have to be expensive. There are ViaWest Data Protection Solutions for businesses of all sizes, with packages starting for as little as 25 GB of uncompressed data per month.

Some facts to consider

When you are developing your data protection strategy, consider some of these findings from Incentra:

- 1 How do you know if your data is really being backed up?**
Less than 60 percent of backup jobs get completed.
- 2 Are you able to restore your data?**
Only 50 percent of restore attempts are successful.
- 3 How secure is your facility?**
Only 20 percent of businesses that back up their data have it stored off-site.
- 4 How prepared are you?**
Approximately 80 percent of companies are not prepared to keep their business running in the event of a disaster.

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To learn more about how ViaWest Data Protection Solutions can help your business, call a ViaWest representative today at 1-877-448-9378 or email sales@viawest.com.