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# Bright House Networks Remote Data Backup

With businesses storing and using more data than ever before, protecting it all has become critical to success. Businesses need an easy, secure and reliable way to safeguard their valuable business data in order to minimize the risk associated with unexpected events, liabilities and losses.

Bright House Networks Business Solutions Remote Data Backup makes business-strength backup possible for everyone with an affordable, secure solution that's simple to manage and even easier to use.

## BENEFITS

- **Set up quickly and easily** — users can start backing up data immediately after initial setup
- **Easy to use** — provide employees an easy way to automatically back up computer files with minimal disruption to their work
- **Protect valuable business assets** from unauthorized access, disclosure, alteration and destruction with secure, off-site storage
- **Secure** — rely on strict security policies, the latest encryption and world-class data centers for optimal protection of your company's information
- **Reliable** — store files in data centers with 24/7 on-site monitoring that provides the reliability and scalability to support millions of users
- **Flexible** — tailor the application by customizing default settings, selecting from multiple restore options, and other configuration options
- **Receive advanced business capabilities** such as support for server backups and advanced configuration options, with no costly hardware or software to purchase

## FEATURES

- **Setup Wizard** — guides users through a fast and easy setup process
- **Software client** — allows users to set up automatic or scheduled backups, customize bandwidth usage and define other settings
- **Local Backup** — option allows Windows users to back up locally to an external device or network drive
- **Data encryption provides security** with 448-Blowfish and 128-bit encryption, the preferred encryption algorithm used by many corporations and banking institutions worldwide
- **Off-Site Storage** — protects data in SAS70 or ISO certified data centers
- **Block-level incremental backups** — after initial backup, only backs up new or changed files
- **30-day version (snapshot) support** — provides access to file versions from 30 days prior
- **Server support** — backs up server applications such as Microsoft® Exchange and SQL® servers
- **Online administrative console** — centralizes set up and management
- **Open and locked file support** — offers support for Outlook PST files
- **Email alerts and reports** — can be scheduled for delivery to the administrator

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## System Requirements

- RAM 256 MB recommended
- 1 GB hard drive or larger
- Windows: Microsoft Windows® 7, 2008, Vista®, XP, 2003, 2000 (including servers)
- Mac: Mac OS® X 10.6, 10.5, 10.4 (including servers)
- Internet connection, minimum upload speed 128 Kbps, broadband connection recommended
- Web browser: Internet Explorer®, Firefox®, Safari®, Opera®

## Why do you need Remote Data Backup?

80% of all critical business data resides on PCs/Laptops. Loss of critical data causes major processes to stop. Approximately 70% of companies go out of business after a major data loss.

**Costs of data-loss are high due to** technical support for recovery attempts, lost productivity and user downtime, and the time and effort to product lost data, if even possible.

**Backups are useless** if they are not incremental and automated, and if data cannot be restored immediately, from anywhere.

## Who should use Remote Data Backup?

- Any business that wants the benefit of an offsite storage solution to backup and access their critical data.
- Any business person that could benefit from immediate, web-based access to critical files and folders from any Internet connected computer.
- Businesses whose employees need to collaborate on and share files.

Storage Tiers	Monthly Price
Up to 10 GB	\$3.95
Up to 20 GB	\$7.95
Up to 30 GB	\$11.95
Up to 50 GB	\$19.95
Up to 100 GB	\$39.95
Up to 250 GB	\$99.95
Up to 500 GB	\$199.95

100 GB incremental storage can be purchased in addition to 500 GB tier.

## LEARN MORE

Contact us at **1-877-424-9246** or visit [brighthouse.com/business](http://brighthouse.com/business) to discover how Remote Data Backup from Bright House Networks Business Solutions can protect your data and your bottom line.

## FAQ's

### How many computers or servers can be backed up?

The number of computers or servers that can be backed up is determined by the storage space purchased. Each computer must be allocated at least 1 GB of storage. Therefore, if a business purchases 50 GB, then up to 50 computers can be backed up if each computer is allocated 1 GB.

### What devices can be backed up with Remote Data Backup?

Desktops, laptops, servers, network shared drives and external devices which appear as "fixed" or "letter" drives in My Computer.

### How does Remote Data Backup keep data from being lost?

Data is stored in its encrypted state in Remote Data Backup's datacenters with 24/7/365 onsite monitoring and security, state-of-the-art fire detection and suppression systems, redundant power distribution units and seismic safeguards that can withstand a 7.5 magnitude earthquake. In addition, proprietary protection mechanisms are used based on a complex encoding structure to ensure data is safe, even in the event of multiple hardware failures.

### How do you restore data?

Remote Data Backup offers two ways to restore your data — either using the Remote Data Backup client or via the website (recommended for restoring less than 20 GB of data).

### How often can you restore data?

Data can be restored as many times as needed.

### What happens if I delete a file from my computer that was marked for backup?

If a file is deleted and then you run a backup, Remote Data Backup will assume that you no longer need a backup copy of that document. It will flag the file for removal from our system. (We keep it on file for 30 days, just in case you change your mind.) After 30 days, the file will be deleted from our servers and you will not be able to retrieve it.

### How do I know my data is safe?

All data with Bright House Networks Business Solutions Remote Data Backup is encrypted with 448-bit Blowfish. Data en route to our datacenters is protected with 128-bit SSL, the same encryption levels used by banks and financial institutions.

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