

ONLINE BACKUP

Today's abundance of information makes the importance of backup critical to business success. For firms looking to achieve true disaster-recovery-ready status, Cities Digital offers an online backup service for day-to-day files along with your paperless imaging system. When using Cities Digital Online Backup (CDOB), scheduled nightly backups are transmitted directly in encrypted format.

CDOB is great for companies looking to quickly and easily put a redundancy plan into place. Companies already taking advantage of Cities Digital's D3P program can have their media generated by Cities Digital when using CDOB.



Online Backup Highlights

- Incremental nightly backups of your critical data
- 128 bit encryption
- Backup network drives, databases, Exchange, Sharepoint, Lotus and Oracle
- Restore files for up to 30 days
- Daily backup statistics are emailed nightly
- Installation & support
- 24-Hour Hotline
- Emergency remote Laserfiche availability
- Optional backup to CD/DVD media--\$200/month
- **Nightly backup starts at \$1.50 per gigabyte per month**



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Description of on-line back up services

Itemized Procedure

1. Send encrypted hard drive to client for first, and full backup if larger than 25 Gigabytes. The recommended encrypted hard drive known as the Maxtor Black Armor utilizes 128 bit AES encryption. Accessing the hard drive will require a pre-determined password which will be communicated by email.
2. Backup is run using software provided by, and configured by Cities Digital. The software password is assigned and instead of transferring the backup over the internet it is transferred to hard drive. If the initial backup is less than 25 Gigabytes the backup will be transferred via web backup in encrypted form. Nightly backups will occur between 11 PM and 3 AM in the time zone the firm is located.
3. A completed backup is sent via FedEx overnight at client's expense. The same password which was assigned at the time the hard drive was issued will be used again to access the client's data. No new password needs to be assigned.
4. Hard drive is received by Cities Digital and logged into database. The backup is uploaded to the client's storage area on Cities Digital server. The only Cities Digital staff that will have access, physical or network, to this content will be the President of Cities Digital and the IT Director of Cities Digital.
5. Backup hard drive used in transit is cleaned of client's backup. By changing the drive password all data is rendered unreadable and over-writable. The drive is then ready for reuse.
6. Backup process is configured for nightly off site backup going forward. This process is configured on a server with the assistance of Cities Digital technicians. The backup software will make an incremental encrypted backup of all server volumes defined in the backup set(s).



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