

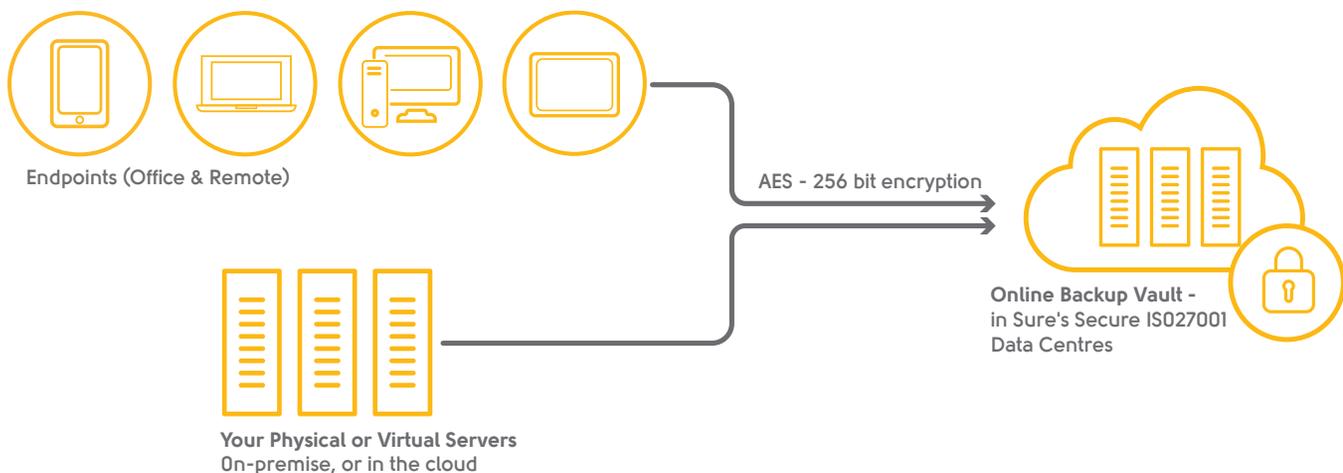
## Cloud Services

### Online Backup

Today a company's data is more valuable than ever, so ensuring that you never lose it is a critical consideration. Sure have created an Online Backup solution that allows critical data to be kept in our Tier III data centres in the Channel Islands. This allows copies of your data to be kept off your premises, in a highly secure and highly resilient environment. Optionally, we can back up in to a remote vault on your own premise.

We also bring to bear the latest backup technology including encryption, point-in-time recovery and access to our portal for backup and restore management.

### Remote Cloud Backup



### Key Features

- » Endpoint and Server backups
- » Secure - encrypted links and physically secure data centre environment
- » Ability to perform granular restores of individual files and databases
- » Enterprise-grade endpoint backup for the mobile workforce
- » Maximum deployment flexibility and scalability for large, distributed organisations
- » Intelligent global usage of bandwidth for fewer disruptions to users and the network
- » Hybrid backup protects data onsite and in the cloud
- » Granular and full system protection, including image backup
- » Protect data and files while they're in use
- » Restore a full server to new or existing hardware in a few steps
- » Protect and restore Hyper-V VMs to any local or virtual machine
- » Back up Exchange Online emails, calendars and user data
- » Create and manage policies by group, role, device or any criteria you choose
- » Option of self serve, or fully managed
- » Enables GDPR compliance
- » ISO 27001 compliant
- » Aligned to ITILv3 best practice

## Protect critical business systems

Ransomware. Hardware failures. Power outages. Human error. Threats to your data are everywhere and evolving fast. Yet many companies rely on outdated backup technologies to protect their server environment. Enjoy the confidence of knowing you can recover and restore crucial systems if your business is threatened with a data disaster. Sure backup solutions are easy to deploy and manage so you can focus on other things.

### Server backup that delivers

Sure's server backup can recover anything from a single file to an entire system with the click of a button. So whether you don't have an IT department or you are the IT department, you can rest easy knowing the data that powers your business is safe.

- » Protect and recover anything, from files to a full system
- » Back up data from applications while people are using them
- » Choose local and cloud backup targets with separate retention policies
- » Recover systems with minimal intervention
- » Choose from either a local or cloud backup.
- » Restore to new hardware just like it was on previous hardware

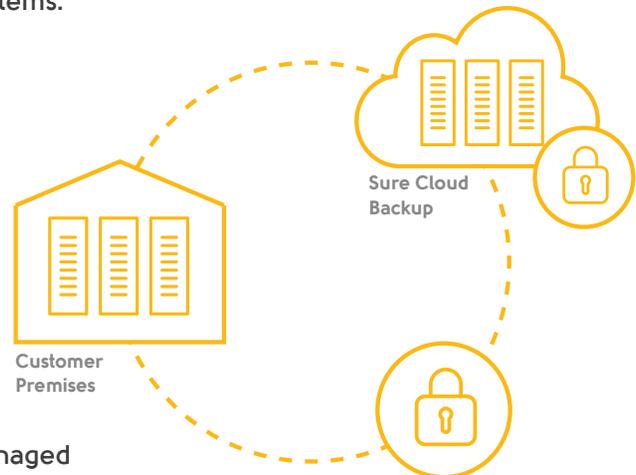
### Remote Support

We provide support 24 hours a day, 365 days a year. Whatever your time zone or office hours, Sure allows you to focus on your core business. On boarding is a breeze and typically self-service by using our guided procedures. Managed backup services are also available.

Our 24x365 manned Service Operations Centre provides Incident Management and coordinates response efforts. Combined with premium support from our software partner Carbonite, our dedicated Cloud Services team ensures that the benefits of our specialist expertise is extended to your business.

### Secure Design

Multiple layers of security protect what matters most - the confidentiality, integrity and availability of your data. All your backup data can be encrypted prior to transmission to our vaults, using (FIPS compliant) 256bit AES ciphers against a cryptographic key (password) generated by you. Sure's data centres and hosting services are certified by the BSI to IEC/ISO 27001:2013, the benchmark for Information Security Management Systems.



### Supported Platforms

#### Granular Recovery

Files/folders  
Microsoft Exchange  
Microsoft SQL databases & tables  
Microsoft SharePoint  
Microsoft Active Directory

#### Operating systems & Hypervisors

Windows, Linux  
VMware & Hyper-V  
Oracle, IBM AIX, HP-UX  
Solaris, IBM iSeries

#### Vault

Microsoft Azure  
Windows Server - 2019, 2016, 2012 R2  
SQL Server - 2016, 2014, 2012  
Office 365 applications

#### Client

Windows 10, 8, 7  
Mac OS X 10.10 and later  
iOS 8 and later  
Android 4.1 and later

#### Application-aware agent plug-ins

Microsoft SQL  
Microsoft SharePoint  
Microsoft Exchange  
Oracle DB

#### Teams

OneDrive  
Exchange  
SharePoint  
Planner

### Advisory & Design

At Sure we have a team of specialist consultants with expertise in designing and optimising customer networks including backup and restore solutions. Ask your account manager how Sure's Advisory & Design Services can help modernise your infrastructure.