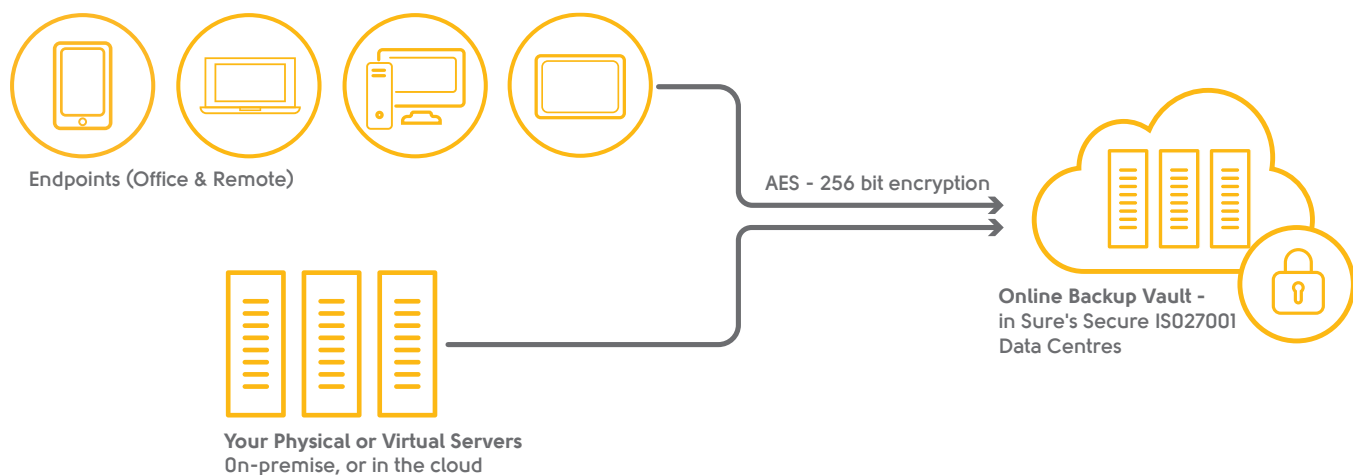


Carbonite Server Backup

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



Your Business Challenges

- Zero tolerance for data loss
- Having a point-in-time recovery available, to roll back your IT systems
- Timely and accurate restores that don't hold up business operations
- Human error, searching backup archives to find lost data
- Compliance with governance and industry regulation surrounding data retention, being able to define custom retention policies on backup jobs
- A reliable last-line of defence to protect against malware threats
- Keeping "cold" copies of data outside high-risk production environments (e.g. during hurricane season)
- Storing backup data securely, with protection against unwarranted disclosure of data

Our Solution

- A Secure Online Backup service for virtual and bare-metal server environments
- Access to an online Evault portal through your web browser, allowing you to monitor backup health, initiate restores and control agents from a central location
- Ability to perform granular restores of individual files and databases
- Agent support for popular Microsoft applications such as Exchange, SharePoint and SQL Server.
- A wide range of Windows operating systems are supported, including bare-metal restores
- Simple pricing models based on volume of backup data held (completely customizable backup jobs), or fixed tiers based on the size of your production data set and a pre-defined retention policy
- SLAs guarantee recoverability of data

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 Yet many companies rely on outdated backup technologies to protect their server environment.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

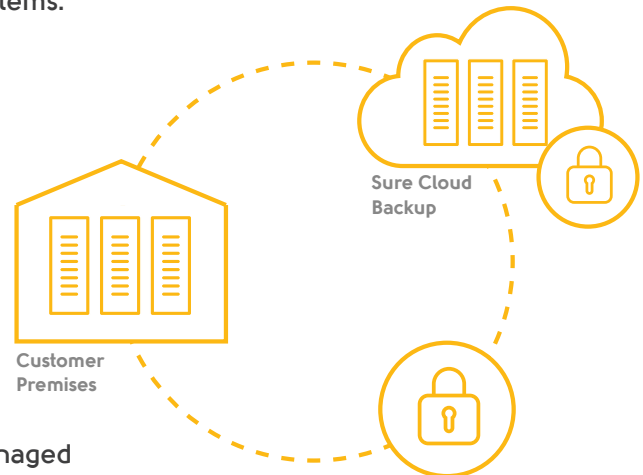
Remote Support

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

<p>Granular Recovery Files/folders Microsoft Exchange Microsoft SQL databases Microsoft SharePoint</p>	<p>Client Windows 10, 8, 7 Mac OS X 10.10 and later</p>	<p>Operating systems & Hypervisors Windows, Linux VMware vSphere & Hyper-V agents IBM AIX, HP-UX Solaris, IBM iSeries</p>	<p>Application-aware agent plug-ins Microsoft SQL Microsoft SharePoint Microsoft Exchange Oracle</p>	<p>Vault Windows Server - 2019, 2016, 2012 R2 SQL Server - 2016, 2014, 2012</p>
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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.