

CONNECTED® BACKUP

The Original, Undisputed Number One PC Backup Solution

BENEFITS

- With scheduled and automated backups, enterprise data is always available
- Keeps enterprise data off-site and secure in Iron Mountain's underground data centres (with subscription service)
- Unlimited scalability for enterprises
- Frees up IT time and resources by outsourcing data protection to a trusted, proven leader

“Connected was simple to set up and use, right out of the box.”

David Arbour
IT Manager
AirGas®

In 1995, Iron Mountain recognised the need for protecting enterprise data on PCs, and pioneered the backup technology necessary to safeguard both desktops and laptops. Today, more than 3 million individuals rely on Iron Mountain's Connected® Backup solution for automatic PC online backup and recovery. This automatic, easy-to-access solution frees up IT time and resources, while ensuring secure and reliable backups based on proven technology from the undisputed industry leader.

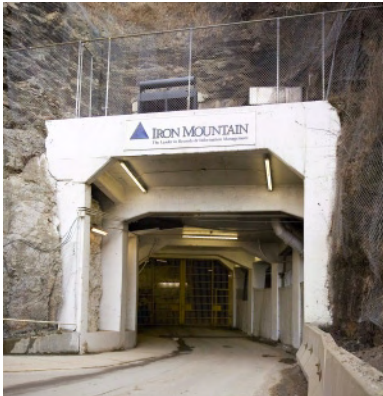
Iron Mountain's Connected Backup solution eliminates the risk of data loss from enterprise desktops and laptops, whether local or remote. By automatically backing up data in the background, this solution ensures complete data protection without interrupting users. The Connected Backup solution also provides a secure Web portal, through which users can recover data – without IT or Help Desk intervention.

Iron Mountain utilises advanced encryption and other security technology to safeguard enterprise data during transmission, storage, and recovery. For US subscription service customers, ultra-secure underground data storage facilities satisfy the strictest security standards. To ensure for full failover redundancy, all data is replicated to a second geographically separate data centre. Choosing Iron Mountain for backup and recovery solutions gives enterprises the industry-leading technology partner with a proven track record of successful data protection. Iron Mountain currently manages more than 3 petabytes of customer PC data with more than 12 billion backed-up files.

Iron Mountain's Connected Backup solution provides fully automatic backup and recovery for enterprise desktops and laptops. Business-critical information is protected – no matter where in the enterprise it resides – eliminating the risk of PC data loss.

The Connected Backup solution provides these functions:

- Backup: Scheduled and automatic disk-to-disk backup is transparent to users.
- Recovery: Users can recover lost files quickly and easily, whenever and wherever needed.
- MyRoam®: Web-based access portal lets users access their backed-up data anywhere, without IT intervention.



Entrance to Iron Mountain's underground facility, one of the most secure, commercially-owned data centres in the world.

EASY TO USE FOR BOTH IT AND END USERS

IT personnel can use Connected Backup's intuitive graphical user interface to manage and monitor backup policies from a single central console, either over the corporate network or over the Internet. Flexible scheduling runs backups at the most convenient times. Bandwidth Throttling gives control over upload bandwidth, so that backups don't interfere with other high-priority tasks.

The Connected Backup solution works transparently, so that users can keep working while backups continue automatically in the background. If users ever need to recover information – from a single file to an entire system – they can access data through a secure web portal, minimising calls to the Help Desk.

With the Connected Backup solution, users can be more productive, IT can focus on other tasks, and enterprises can be sure that data is always secure and accessible.

PATENTED TECHNOLOGIES REDUCE NETWORK AND STORAGE COSTS

Iron Mountain's Connected Backup solution uses advanced, patented technologies to reduce the volume of backed-up data up to 85 percent. This decreases the storage necessary for backup and recovery, cuts the time for data transfer, and diminishes the load on enterprise networks. The result is greater cost savings for the enterprise.

Delta Block® sends only the changed data in files, saving transmission time and storage requirements. For example, when a document changes, Delta Block only backs up the changes at the block level. This patented technology reduces backup time, minimises network traffic, decreases the size of stored files, and enables backup even over low-bandwidth connections.

SendOnce® eliminates duplicate files by saving each file only once. This patented technology backs up files to a SendOnce pool, preventing identical copies from being stored in multiple user archives. Enterprises avoid the time and expense of storing the same files repeatedly.

Connected EmailOptimizer® (PC only) reduces the storage space for email files by 30 percent. This optional service recognises duplicate email attachments and stores them only once, significantly reducing storage requirements.

ADVANCED SECURITY PROTECTS ENTERPRISE DATA

The Connected Backup solution provides the highest levels of security available. All data is encrypted at the desktop, using government-level 128-bit Advanced Encryption Standard (AES). Enterprise data remains encrypted both during transmission and in storage.

UNMATCHED SCALABILITY

Enterprises can use the Connected Backup solution to protect and restore data from as few as five PCs to hundreds of thousands, all managed from a central location. Store information from as many as 10,000 PCs on a single pair of Data Centre servers using Iron Mountain's superior, patented data reduction technologies.

VISIBILITY INTO PC DATA FOR LITIGATION AND COMPLIANCE

Connected® Classify & Collect is an eDiscovery-ready option to help organisations reduce risk and cost for litigation, compliance, and security requirements by quickly identifying potentially relevant documents – making PC data usable and discoverable.

This option aids in early case assessment during discovery activities, helping organisations avoid unnecessary litigation and saving them time and money by filtering irrelevant data. The solution reduces the risk and cost of managing distributed and mobile data, and addresses data collection and eDiscovery in one integrated backup and recovery solution.

PROFESSIONAL SERVICES

Iron Mountain offers Professional Services & Training to help enterprises maximise the effectiveness of Connected Backup. The decades of experience and best-practice knowledge of our Professional Services & Training team can shorten learning curves, minimise cost and complexity, and reduce risk.

HOW IT WORKS

- Automatically captures desktop and laptop data at scheduled intervals or when user initiated
- Patented technologies reduce (up to 85%) and encrypt data (128-bit AES)
- Securely sends data over Internet to a secure Iron Mountain Data Center or an enterprise's Data Center
- Replicated to a second geographically diverse data center for full failover redundancy
- Bandwidth throttling controls how much upload bandwidth to use during backups
- User can retrieve data through a secure Web portal, anytime, anywhere



OPTIONAL FEATURES

Professional Services



Connected® Classify & Collect



Remote Managed Services



AN OPTION THAT FITS EVERY ENTERPRISE

Iron Mountain offers a variety of implementation options to match every business need.

SUBSCRIPTION SERVICE

Use Iron Mountain's secure off-site locations to back up enterprise data, for a monthly usage-based fee, with no capital investment.

LICENSED SOFTWARE

Run the Connected Backup solution inside the enterprise IT environment. Iron Mountain Professional Services are available to help install and configure the software.

REMOTE MANAGED SERVICES

Iron Mountain remotely manages the licensed software at an enterprise's site from the secure Iron Mountain Data Centre.

KEY FEATURES

FOR SUBSCRIPTION SERVICE

- Data is stored at one of Iron Mountain's owned or leased offsite Data Centres that provide high security.
- Iron Mountain's US underground facilities are self-sufficient cities, 200 feet underground, resistant to seismic activity and other disasters. Data is mirrored to a second data centre for full failover redundancy.
- These facilities feature extensive multi-acre underground sites, gated entrances with 24x7 security guards, restricted access, real-time closed circuit TV monitoring, commercial power feeds with generators for full backup, Clean Agent Fire Extinguishing System (CAFES) and onsite firefighting apparatus and personnel, internal and external 24x7 monitoring, and external accreditation by the Uptime Institute according to its Tier Classification and Performance Standard.

OTHER FEATURES

- 9 languages supported
- Checkpoint restart for interrupted backup
- Reads Master File Tables directly, improving the speed and performance of file transfers
- Works with Volume Shadow Copy Service (VSS) to take advantage of Windows XP, Vista, and Windows 7 capabilities to enable rapid backups in the background, specifically for open-file handling
- Built-in protection for open files
- Service retains the 10 most recent versions of any file and keeps deleted files for 90 days
- Platform support: Microsoft® Windows® Vista™ operating system, Windows XP, Windows XP Professional, Windows XP Tablet PC Edition, Windows 7, and Mac OS® X (version 10.4 or later)



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