



Online Backup Service Provider - Comparison Analysis Worksheet

Description	Dr.Backup	Vendor X	Notes
Service Overview			
Company reliability - stable and continuous operation	✓		Since 2001-100,000+ backups/month
Specialized in the needs of small-mid sized businesses	✓		Only serve businesses
100% Customer Satisfaction Guarantee	✓		Money-back guarantee
Published service packages with generous storage allotments	✓		Transparent pricing on web
Charges based on COMPRESSED server storage	✓		
Pooled storage across sub-accounts	✓		Add subaccounts when needed
Predictable monthly billing via major credit card	✓		No surprises – fixed bill
Discount for Annual prepayment	✓		
30-day grace period on storage overdrafts	✓		Backups keep working if we grow ☺
Management Reporting			
User notification of completed backup via email	✓		Includes troubled backup notification
System administrator/consultant notification of completed backup	✓		Daily Reportcard
Detailed log of all files backed up during session and exceptions detected	✓		Helps spot problems early
Weekly disk usage summary report via web or email	✓		
Audited list of all files currently held online sorted by size	✓		Spreadsheet format
Notification of missed backups	✓		We call your for chronic problems
Customer Support Services			
Highly-trained support technicians - no offshore call center	✓		Award Winning Support
Support via phone, email, web or chat	✓		
Securely “remote” into your computer to fix problems – while you watch	✓		Issues resolved quickly
Assisted software installation, configuration and troubleshooting	✓		
Assisted data file selection for common applications	✓		
On-call for emergency restore assistance after hours	✓		
Backup Features			
Full-featured Windows client software	✓		Mature - V13 released in June 2021
Support for all major Windows version (desktop and servers)	✓		32 and 64-bit support
Windows task scheduler used to automate backups	✓		
Full, incremental or differential modes of operation	✓		
GUI file explorer interface to include or exclude selections	✓		



Dynamic file scan with wildcard selection via file extension	✓		
Unlimited number of individually named/scheduled backup jobs	✓		
Co-exists with most other backup systems (modified date/time selection)	✓		
Built-in diagnostic test tool to help detect firewall/transmission issues	✓		
Advanced Backup Features			
Fully user-selectable retention settings (by backup set)	✓		
Keep last version of file indefinitely – even if deleted from local disk	✓		Key feature, unique to Dr.Backup
Bit-differential backup mode (Bitbackup) for faster incremental backups	✓		
Locked/Open File backup using disk snapshot technology	✓		VSS-enabled
Live Microsoft SQL database backup	✓		Backup large databases
Supports file sizes up to 4 GB (default) – You can specify your own limit	✓		
Scalable to 1,000,000+ individual files	✓		
Mapped drive support / Network Attached Storage (NAS)	✓		
“Green” option to shutdown computer after backup	✓		
Full image backup (VHD/X) to customer provided disk (optional service)	✓		Support for BMR & virtualization
Option for initial online backup to portable disk drive (ship to datacenter)	✓		Loaner disk available
Active Directory backup for servers	✓		
Security Features			
User selected (or random-generated) encryption key	✓		
All data fully encrypted prior to transmission over Internet	✓		
Selectable encryption algorithms, default is Blowfish (448-bit)	✓		
Printable security certificate of encryption key for safe-deposit box storage	✓		
Compliance with HIPAA security requirements	✓		BAA available for Dr offices
Service technicians cannot read your data without key	✓		
Restore Features			
24/7 unassisted restore via Windows client	✓		
Individual file/folder/job restore	✓		
Restore by wildcard mask	✓		
Restore to alternate location on disk	✓		
Advanced Restore Features			
Point-in-time restore with selectable date ranges	✓		Critical for financial systems
Bulk restore and download via Web/FTP transfer	✓		
Overnight shipment of USB* portable drive containing restored data	✓		Costs extra