Dr.Backup ™
online backup service

Why Choose Dr.Backup?

Not all backup services are created alike. We believe that our commitment to quality, innovation and customer service provides you the best value in online backup service.

Some of the features and benefits that set us apart include:

1. **100% Customer Satisfaction Guarantee.** Choosing Dr.Backup is virtually risk-free. If for any reason you are not absolutely delighted with the ease-of-use, safety or convenience of our service -- please let us know immediately. We will either fix the issue or refund 100% of your current monthly service fee.

2. **Charges are based on COMPRESSED data stored.** Many other online backup services charge based on the size of your uncompressed data. Compressing the data allows you to maximize your offsite backup storage investment. And, there's no setup fee and never any per-backup or per-restore charges.

3. **Full reporting and logging of all backup sessions.** At the conclusion of each backup, notification messages are automatically transmitted to the email address you specify. Each file backed up is identified and any files which could NOT be backed up are noted.

4. **We notify you if you don't backup.** An account "watchdog" timer continuously reviews all active accounts and sends an email notification to clients which have gone inactive for over 7 days. This proactive monitoring is especially useful to office managers who are responsible for the safety of data on multiple devices.

5. **Completely unattended operation.** An automated backup scheduler is installed on your machine. It quietly runs as a background application in the system tray. Optionally, you can install it in Windows task scheduler for use on unattended servers. The scheduler wakes up at the specified time and runs a backup. No more waiting around for backups to complete. Let them run at night while you sleep!

6. **You have complete control over online file retention.** You can set how many backup versions to keep online -or- the absolute number of days to keep a backup. You can also protect your files against accidental deletion by keeping the last version of a file online. Even if you delete a file from your local drive, the online version will still be intact.

7. **Group files into logical backup sets.** Logically organize your files into separate backup sets and you can dramatically speed up your backup and restore times. This feature is great for archiving specific projects or for permanently archiving last year's files.

8. **Multi-user Setup.** Maintain unique accounts for each PC, laptop or server. All accounts are configured and managed individually, yet all can share the same pool of online storage, maximizing the use of your storage space.

9. **Complimentary account overdraft and grace period on excess storage usage.** It's tough to always predict how much you need to backup…so we make it easy for you. Exceeding your storage quota by up to 10% is never a problem. Need even more? We give you a 30-day grace period to evaluate your needs and upgrade to a new package. Your backups keep working during this period!

10. **Strong encryption is built-in.** You have your choice of seven (7) different encryption algorithms including the ultra-secure 448-bit "Blowfish." Because you alone have the encryption key, your data is completely secure on our offsite servers. Plus, we are fully compliant with the HIPAA security rules governing data protection.

11. **Mapped drive support.** Reduce administrative time by concentrating the backup of multiple PCs onto a single machine using shared volumes. Backup both Windows and non-Windows computers which are visible through a mapped drive.

12. **Live customer support.** We offer phone, web and email support by trained technicians. Your calls are NEVER transferred offshore to a generic call center.

13. **Secure "Simple-Help" remote control assistance.** You and the Dr.Backup technician can simultaneously view your computer screen and work through any trouble. Simple-Help can be used on-demand and is compatible with most commercial firewall products. No more trying to explain over the phone what you see on your screen. In most cases, this technology dramatically reduces the amount of time required to diagnose and repair a problem.

Technical Overview and Major Features and Benefits
(Remote Backup Client - Version 11)

Feature	Benefit
Business-quality client software available for Windows 8, 2012 Server, Windows 7, 2008 Server, Vista, 2003 Server, XP, 2000 Server/Pro (legacy support only.)	Offsite backup service for **PCs, laptops and servers** running Windows 32 and 64-bit operating systems
Flexible, scheduler so backups can be automatically initiated during off-hours – or run on demand	Unattended operation using a broadband Internet connection. Uses Windows Task Scheduler to operate quietly in background.
Military-grade encryption with data secured by a private encryption key	Helps you to meet **HIPAA, SOX, SEC/NASD & GLB** regulations for information security and privacy
Mapped volume support to backup any device visible as a drive letter* from your Windows PC * Additional file sharing software may be required	Backup up information stored on **network shares** – including NAS storage and networked Unix and Mac workstations
Email notifications are sent after each backup completes. A log file provides a complete list of all files backed up and alerts you to any potential problems	Summary **email notification** may be sent to multiple users. This enables you and your IT consultant to verify backups are properly operating
Automatically include (or exclude) files based on file extension using the Auto-select configuration option (i.e., exclude *.mp3)	Backup or exclude application-specific data files without knowing exactly where these files are located on your computer
User-configurable version control system maintains edit history (generations) of files based on number of days online or number of backups performed. Optional feature to always keep last version of a file online (never purge)	Quickly restore lost or deleted files using "self-serve" Explorer-like client. Recover the most recent version or any previous generation stored online.
Built-in SQL Agent permits you to backup open Microsoft SQL databases with complete fidelity if you have authentication credentials for the database.	SQL-based databases can be safely backed up with **no need to shutdown** the underlying software application.
Built-in Open File Agent (OFA) "snapshot" technology makes an on-disk copy of any file inadvertently left open or locked by an application	Files unintentionally left open, including Microsoft Outlook email, can now be backed up using **Open File Agent** technology. Previously, these files may have been locked
System State and Active Directory databases found on many Windows Servers can now be automatically backed up using built-in agent software.	Recover your Windows Server system state configuration in the event of a failed software installation or corrupted Active Directory.
Incremental backups use the file-modified timestamp field to determine when a change occurs.	Online backups and local tape (or disk) backups can co-exist on the same system with reduced scheduling difficulties and less configuration complexity.
Block-mode differential backups can detect and backup changed records within a file. This results in faster incremental backups	**BitBackup technology** can dramatically reduce the time needed to perform large file backups.
Offsite backups can be securely mirrored to a local USB or NAS storage device. (optional)	Data restore operations bypass the Internet and use local mirror copy of data for extremely fast restores at LAN speeds.