



S.M.A.R.T. Managed Backup Service Delivery Methodology (Done-For-You)

Service Component	Description	Dr.Backup Managed	Self-Managed
S etup	Download & install backup client software, identify & select critical files, folders, email stores, SQL databases & applications for backup. Define retention times, set backup schedule(s), assist in firewall updates & addition of exceptions to antivirus scanners. Perform initial baseline of data over Internet or using portable USB drive. Adjust & optimize setup as required.	Included	Your Staff (\$)
M onitoring	Verify backups run on schedule each day. Provide a complete, auditable log that identifies every data item backed up and reports any error conditions detected. Identify machines that exhibit a pattern of improper or troubled backups.	Included	Your Staff (\$)
A lerting	Provide proactive notification to customer (and/or their technology consultant) by email or phone message when backups run with errors, run empty, or do not run on schedule. Over 50 common errors generate alert notifications that customer support tracks & actively helps to resolve via remote support sessions.	Included	Your Staff (\$)
R estoring	Directly assist customer to recover copy of lost, missing or corrupt data elements previously backed up. If required, perform bulk data restoration and provide access via high-speed FTP download (up to 100Mbps) or express delivery of USB disk.	Included	Your Staff (\$)
T esting	Assist in periodic end-to-end testing of disaster recovery procedures to verify data integrity & help organization meet Recovery Time Objective (RTO) and Recovery Point Objectives (RPO). Perform routine software updates to correct minor defects and assure latest security measures are in place.	Included	Your Staff (\$)

Daily Tasks



A managed backup service ensures critical data is safe by augmenting fully-featured software with 5 essential services delivered by specially trained technicians

