

FAQ - Offsite Managed Backup

Can I choose what files to backup?

Yes, let us know which directories on each PC are to be backed up when we setup the system. Typical choices are email, spreadsheets, and word documents.

Do I need to leave my PC on overnight for the data to be backed up?

No, just use your PCs as normal; the backup device will take a copy of the data whenever your PC is on.

How do I access last week's version of a file?

Using Windows Explorer, there will be a read only date stamped directory with the files in.

Who has access to the shared files area; I only want some people to have access?

We can set up multiple shared file areas with different access.

Where is my data held?

The data is held on a hard disk in the backup device, which we provide. It is also held offsite. The offsite files are accessible via a website.

When and how often is the data sent offsite?

Once a night, between 1am and 5am.

Is there a cost for sending data offsite?

Not from us. Your broadband service provider may charge for data sent - you should check with them.

How is the data sent offsite?

Only the changes to files are sent offsite to keep broadband costs down. The data is sent over a secure channel.

How do I restore files from the website?

Using Internet Explorer log on to the website, select the files you want, save them to your PC.

How secure is my data?

Your data is encrypted before leaving your premises and remains encrypted while offsite. Only you have the key to decrypt the data

How long will my data be kept for?

1 year.

Does the backup device need to be on all the time?

Yes.

What if I want to change aspects of the initial configuration, for example add a backup directory on a PC, or add a new user?

Phone us, we can remotely configure the backup device.

To take advantage of our data backup solutions and services call us on 0207 621 7832