



## Enterprise-class online backup and storage solutions for corporate and consumers.

Hands-free backup of critical data with extensive enterprise ready feature-set including Versioning, backup of Network Drives, Sharing and Mobile Access.





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## Introduction

IBackup is a secure online storage, backup, remote access and sharing solution for consumers and businesses. It is the most recommended and used **online storage** and **backup** provider. Global corporations, business houses and people trust IBackup for their storage and backup needs.

If you are an individual looking for a storage space to store your files or an enterprise with gigabytes of data to be backed up on a daily basis to a secure offsite backup location, IBackup has the right solution and the right mix of storage/backup applications.

This service is targeted primarily at financial and healthcare customers who have the necessity to encrypt their data on using powerful industry standard encryption technologies as also have the ability to support multiple versions of a single file – all this without compromising on the foremost parameter – performance of backups.

IBackup suite of products and services includes a browser based application **Web-Manager**, an explorer like interface called **IBackup Drive** to upload/download files or folders, option to schedule backup/restore using **IBackup for Windows/Mac**. Secured data transfer and storage using 256-bit AES encryption with a user-defined encryption key that is not stored anywhere on IBackup servers. Fast incremental backups and advanced features to backup and restore database files along with system state components.

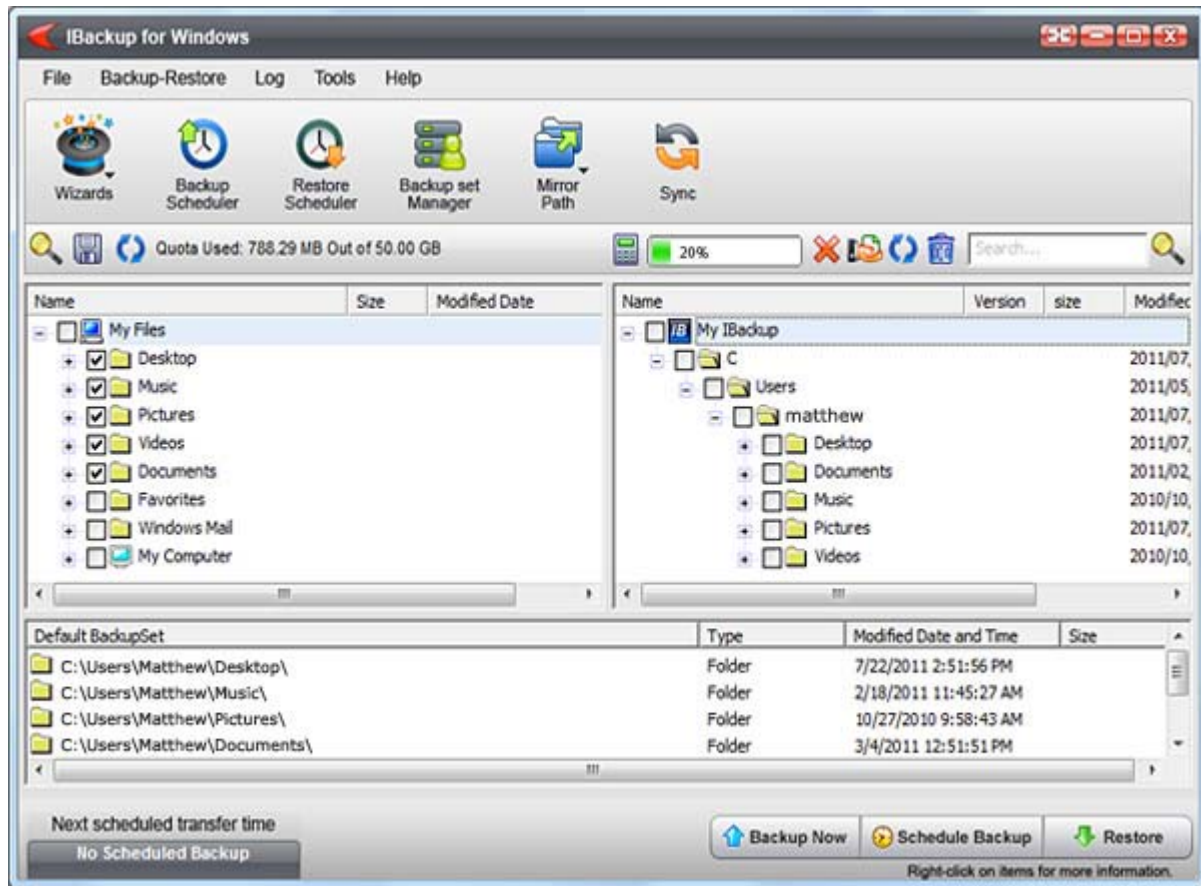


## IBackup Products and important features

Here is a brief introduction to some of the important IBackup features and applications:

### IBackup for Windows

IBackup for Windows is for scheduling unattended backups with compression, incremental and encryption features using advanced patching technology that transfers only modified blocks within a modified file resulting in faster backups. IBackup for Windows offers enhanced security with 256-bit AES encryption of data on transfer and storage with a user-defined encryption key that is not stored anywhere on IBackup servers. In addition, you can also backup and restore database files and System state components. It also features Versioning – one can retain and restore 30 previous versions of any backed up file.



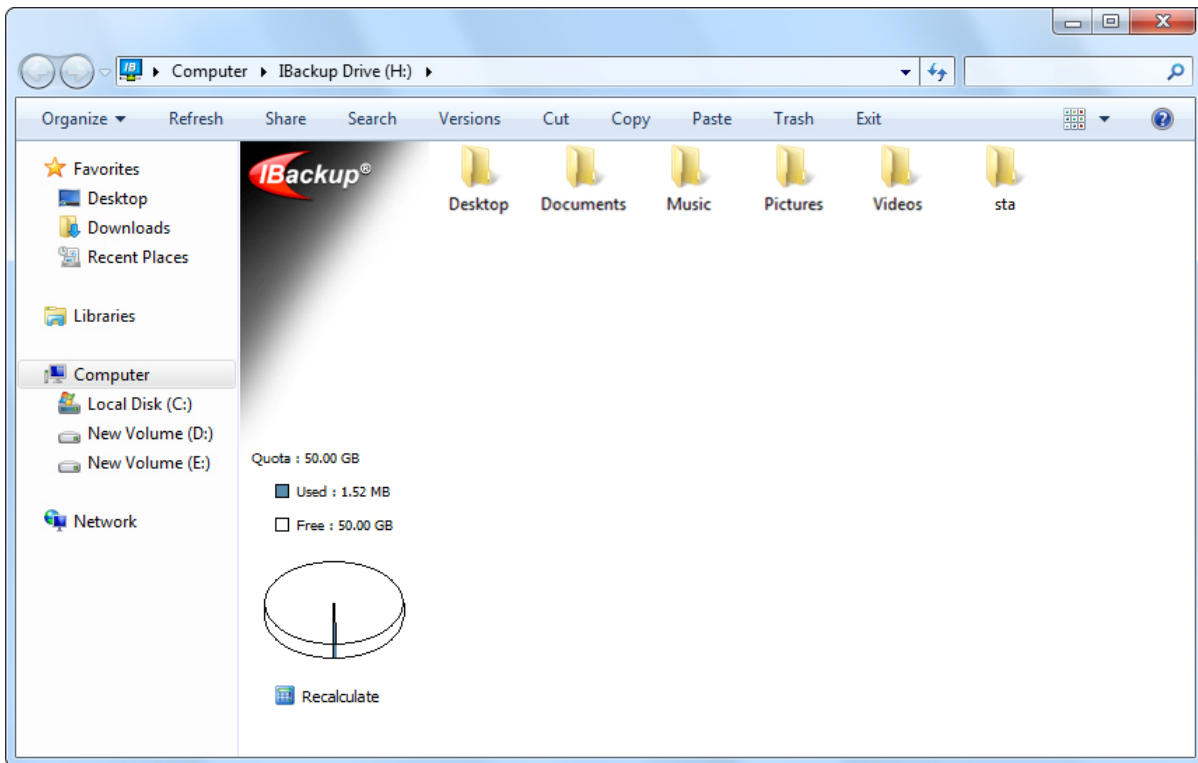
<http://www.ibackup.com/online-backup-demo/index.html>

<http://www.ibackup.com/ibackup-for-windows/index.html>



## IBackup Drive

**IBackup Drive** maps users IBackup account as a virtual folder. Can be used to do cut-n-paste, drag/drop or direct editing of files.



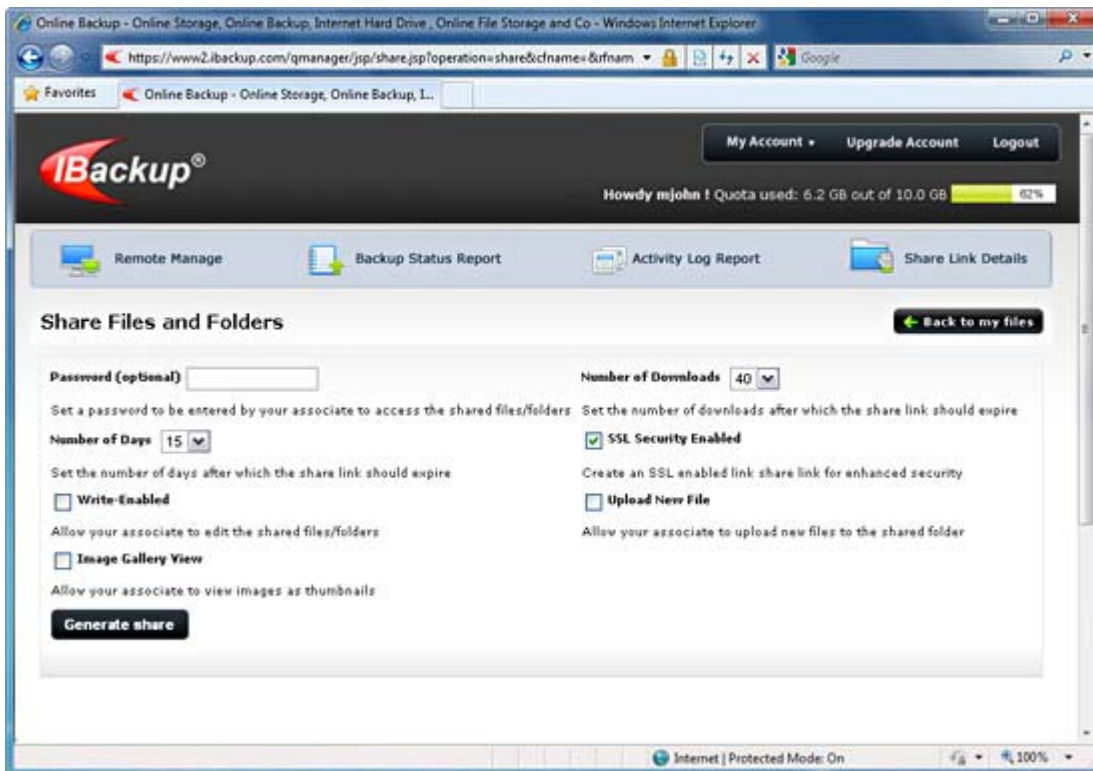
<http://www.ibackup.com/online-storage-drive/index.html>



## Web-Manager

Web-Manager provides browser-based access for account management, sharing, web-based uploads/downloads. It supports many advanced features including:

- File and Folder sharing by creating a URL and emailing it to users
- Read/write, read only, write with upload, write with replace only options for fine-grained access control
- Password protection option for shares created
- Versioning creates multiple versions on modifications to a file
- Provision to restore deleted files from Trash within a period of 30 days
- Audit Log, a reporting tool that displays activities executed via the browser application



<http://www.ibackup.com/online-backup-web-manager/index.html>



## ILite

Ilite<sup>9</sup> has been developed exclusively for handheld devices like PocketPC, Blackberry etc for accessing IBackup accounts on the move. ILite supports some of the key Web-Manager features

## SQL Server, Exchange Server and Oracle Server backup support provided by IBackup

IBackup supports the backup of popular databases and messaging servers such as Microsoft SQL Server, Microsoft Exchange Server and Oracle Server respectively. IBackup provides for "hot backup" of your SQL Server database as also Exchange server using the following applications that are integrated within the native IBackup for windows<sup>12</sup> application.

IBackup's SQL Server backup support includes features such as:

- Authentication using Windows NT or SQL Server authentication
- List databases accordance with the user's access permissions
- Progress of the ongoing 'Hot Backup' process is reported
- Generate automatic logs for the Backup process status

IBackup's Exchange Server backup support includes features such as:

- Online backup of Microsoft exchange servers' storage group(s)/database(s)
- Easy to use wizards for scheduling backups
- Transfer exchange backup file automatically to your IBackup account
- Email notification on completion of backup jobs
- Session based logs of backup activities

IBackup's Oracle Server backup support includes features such as:

- Online backup of Oracle server databases
- Easy-to-use wizards for scheduling backups
- Email and Desktop notifications on completion of the scheduled backup jobs
- Provision to generate log files for each backup session

<http://www.ibackup.com/online-backup-sql-server/index.html>

<http://www.ibackup.com/online-backup-exchange-server/index.html>

<http://www.ibackup.com/online-backup-oracle-server/>

<http://www.ibackup.com/ibackup-for-windows/index.html>



## Scalability and Performance

IBackup currently has sold capacity for multiple terabytes of user data, with thousands of small to medium sized businesses and many large enterprises being their current customers. IBackup's architecture has been designed to accommodate the growing storage needs of its users. IBackup's architecture is easily scalable from three perspectives:

- Communication bandwidth
- Storage Devices and
- Application servers

Additional application servers and storage devices can easily be plugged into the architecture as the storage and performance requirements grow.

## IBackup Security

IBackup utilizes a comprehensive 'defense-in-depth' best practices approach to security.

The IBackup application is hosted at multiple world-class data center locations. The Data Centers provides the physical environment necessary to keep the servers up and running 24 hours a day, 7 days a week. These world-class facilities are custom designed with raised floors, HVAC temperature control systems with separate cooling zones, and seismically braced racks. They offer the widest range of physical security features, including state-of-the-art smoke detection and fire suppression systems, motion sensors, and 24x7 secured access, as well as video camera surveillance and security breach alarms.

Each IBackup accounts files are rigorously segregated; there is no intermingling of one account's files with any others on the servers.



## **User Data Segregation and Encryption**

IBackup stores each user's files in directories that are distinctly separate from those of other users. Each user's account is password protected and secured at the application level from events that would result in other users gaining unauthorized access to the user's account. Functionality exists at the application level that would restrict users to their own storage space and prevent them from navigating to other areas within a storage device or an application server.

## **Backups**

We maintain daily backups of data to recover from any software/hardware failures. Previous versions of files are kept online for quick recovery. Data is mirrored to a secondary storage location for additional security.

## **Price / Performance**

IBackup currently is the leader in price/ performance among storage and backup providers. Storage plans are the most extensive and cost effective in the online backup/ storage segment.



## IBackup Support

IBackup provides world-class customer and technical support through various means such as telephonic, live chat or emails or in certain exceptional cases even via remote access helpdesk applications to sort out user issues. Customer satisfaction is of paramount importance to us and we strive hard to achieve that objective when it comes to customer or technical support activities.

Telephone support is provided during regular business hours, and email support is provided 24\*7 through our global support center. We also provide live chat support to help expedite issue resolution depending on the nature of the issue reported. Most of the emails are reviewed and responded to within a response time of two hours.

### Support

Pro Softnet Corporation,  
IBackup Division,  
26115 Mureau Road, Suite A,  
Calabasas, CA 91302.

### Telephone:

1-800-949-3555 within USA  
1-818-251-4200 outside USA  
Monday - Friday, 6:00 AM to 6:00 PM PST

### Fax:

1-818-878-9208

### Department Extensions:

Dial 2 for Sales  
Dial 3 to avail Technical support  
Dial 4 for all your Billing inquiries

In case you are unable to reach us on the extension for a particular department, dial the other extension. You can also contact us via email at [support@ibackup.com](mailto:support@ibackup.com) or live chat (available 24 x 7).

[http://www.ibackup.com/charginghelp\\_new.htm](http://www.ibackup.com/charginghelp_new.htm)  
[http://www.ibackup.com/feedback\\_new.htm](http://www.ibackup.com/feedback_new.htm)