

Iron Mountain Electronic Vaulting



Facing Data Protection Challenges

For more than 30 years, thousands of companies have trusted Iron Mountain Off-Site Data Protection to protect the computer data they need to recover from disaster and restore business continuity. They come to us because their critical data--residing on laptops, PCs and servers--needs to be backed up for recovery from accidents and disasters. Yet:

- Implementing standardized, reliable backup procedures for all servers and PCs is difficult across multiple remote locations.
- Dedicated IT staff is not available.
- Scheduled backups leave large amounts of new data unprotected. For key applications used 24/7, there's no window for data backup.
- Help-desk support for users with laptop failures or lost data is costly--and restoring their data is often impossible.
- Computer backup to tape is troublesome. Recovering data from tape is even more troublesome, and reliability varies.

HOW IRON MOUNTAIN ELECTRONIC VAULTING SERVICES CAN HELP

Iron Mountain is synonymous with ironclad protection of business information. With Iron Mountain Off-site Data Protection, your information is off-site, off-line and out-of-reach, but accessible when you need it. We combine the ease, speed and reliability of online backup with our supremely secure off-site media vaulting. Our Electronic Vaulting Services back up your server and PC data online-securely, automatically, consistently—and vault that data off-line and off-site without the need for IT staff to intervene. Here's what Iron Mountain Electronic Vaulting can do for your business.



Improve Protection for Your Servers and PCs

Server Electronic Vaulting continuously backs up your critical files--e-mail, databases and file servers--ensuring server data is protected and current up to the last file change. The service backs up open files and databases including Exchange, Notes, Oracle and SQL. Ongoing backups copy only byte changes and files created after the last backup, reducing bandwidth requirements-while minimizing server loads and network congestion. You have instant access to your data through a secure Web interface for complete control over data backup and restoration-anywhere, any time.

In addition, our service experts monitor the entire process 24/7. They notify you if your backup is not successful and work with you to resolve the issue. The combination of continuous backup, open file protection and 24/7 monitoring ensures your backups are complete and you can recover your servers-with your most recent data--quickly.

PC Electronic Vaulting provides automated data protection and disaster recovery for all PCs and laptops. Backups occur automatically, transparent to employees. Yet, when employees need to recover data because of "mini-disasters" such as accidental file deletions, they can easily access backup files and quickly restore the data themselves.

Our PC service works well even with dial-up connections-- to ensure your employees' data can be easily backed up and recovered wherever they are. This is possible because, after the initial backup, PC Electronic Vaulting sends only new files and file changes.

In addition, patented technology recognizes identical files, located on multiple machines, including email attachments, and backs these files up just once, yet enables all users to access the file for recovery. The end result: smaller, faster backups that don't get in the way of business--but ensure that all your data is protected and recoverable.



Backup Critical Business Data Easily and Reliably

Computer backup to tape is a hassle, even for dedicated IT staff. If they aren't available, you are faced with backups of variable reliability and questionable success rates for data recovery. Electronic Vaulting offloads the backup burden from your staff--and dramatically increases recovery reliability.

With PC Electronic Vaulting, users can easily restore their own files with a few mouse clicks. The data is available and current because backups occur automatically without user or IT intervention. This reliability gives you peace of mind about data protection and recovery, so you can focus on your business.

"Hundreds of relatively minor vulnerabilities pose the biggest threat because of their higher likelihood. The issue is not the absolute scale of the disruption, but how disruptive the incident is for operations...data backup and off-site storage processes are vital to ensuring minimal data loss."

— *Carl Claunch, "Management Update: Best Practices in Business Continuity and Disaster Recovery," Gartner Group, 17 March 2004*

Ensure Consistent, Reliable Backups Across the Enterprise

Implementing standardized, reliable backup procedures across all servers and PCs is difficult, especially if you have remote users or branch offices and rely on non-IT staff. Iron Mountain Electronic Vaulting ensures standardized data protection for all your servers and PCs.

Our secure Web interface gives you complete access to, and control over, backup and restore activities from any Web browser.

In addition, our server offering is a fully managed service. Our expert staff monitors your backup, alerts you if it fails and helps resolve the issue.

Reduce Help-Desk Calls and Help Employees Be More Productive

Help-desk support to remote offices and branches for laptop failures or lost data can be a major expense. The Help Desk Institute reports that data loss is the number one cause of help desk calls. What's more, IDC estimates that 15 percent of laptops fail annually.

Iron Mountain PC Electronic Vaulting enables your employees to restore data themselves. They can easily

access backup files--to quickly recover from accidents and system and software failures. PC Electronic Vaulting also streamlines migration. It restores data to new hardware without requiring prior installation of the user's applications and files--significantly reducing migration time.

Protect All Your Data--All the Time

Today, you often can't afford even one hour of application downtime for backup. But neither can you afford data loss from a disaster because of failure to backup data.

Our Server Electronic Vaulting continuously backs up changes in server files and databases even while they are being used, ensuring that backup data is current and dramatically improving your recovery point. Because recovery can occur over the Internet, you can restore individual files in minutes, minimizing recovery time.

Also PC Electronic Vaulting ensures that your PCs and laptops are automatically backed up according to the schedule you set--and data recovery is fast and easily performed online.

Electronic Vaulting — Backup Recovery Solutions with ROI

You need to be sure you are spending your resources in the right places. For very critical, highly valued data, you need a solution that minimizes the amount of data loss in the event of a disaster or failure (your recovery point objective or RPO)--as well as the time it takes to recover that data (your recovery time objective or RTO). Yet high-availability solutions such as data mirroring, which reduce both recovery times and recovery points, are often not affordable for smaller and mid-sized companies.

"Iron Mountain Electronic Vaulting has delivered

a proven return on investment. We calculated what it would have taken to upgrade our tape backup infrastructure at all of our remote plant locations. We factored in the rising data volumes and what it would take to ensure the right level of security and reliability. We determined that electronic vaulting technology gives us a 200 percent ROI in the first year and a 500 percent ROI over three years."

-- *Marc Eisenstein, Distributed Systems Manager, Calpine Corporation*

On the other hand, traditional backup tape, while relatively affordable, requires time and trained staff to be acceptably reliable. Recovery from tape also takes longer.

However, backup to tape continues to be the most effective method of getting data off-line, out of harm's way from viruses and other attacks, yet few distributed computing environments have the luxury of IT staff available at all times in all locations. How can these businesses ensure that their data will be off-site, off-line, and out-of-reach, yet quickly available for recovery when needed?

The Best of Both Worlds

Iron Mountain Electronic Vaulting provides complete and easy-to- manage data protection and improves recovery points and recovery times including RTOs of 12 -to-24 hours. Because Iron Mountain understands how important it is to get the data off-site, off-line and out-of-reach, we also "backup your backup" to tapes, which are then stored in our secure Iron Mountain Media Vaults.

Why Should You Consider Iron Mountain?

The three key things to consider when choosing an off-site disaster recovery partner:

- How much data protection experience does the company really have?
- How secure is your information with the company?
- Does the company have a reputation for responsive service?

Only one company - Iron Mountain - has the 30-plus years of data protection experience, the secure infrastructure and proven processes, and the responsive service to meet all of your data protection needs. More companies trust their data with Iron Mountain than any other company in the world.

How Can You Get Started?

Call Iron Mountain at:
(800) 899-IRON

or visit us at:
www.ironmountain.com today.



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Iron Mountain (NYSE: IRM) is the world's trusted partner for outsourced records and information management services.

Today, with over \$1.5 billion in annual revenues, Iron Mountain operates in major markets worldwide, serving thousands of customers in more than 82 markets in the U.S. and 63 markets in Europe, Canada, and Latin America.