



# Data Back-Up Feature Matrix

Automated, secure, off-site data back-up and restoration system

Feature	Basic	Select
<b>Standards-Based Security</b>		
Encrypted data transfer (TLS/SSL)	√	√
Encrypted data storage on server (AES-256 bit)	√	√
Cryptographic data integrity controls (HMAC-SHA-256 bit)	√	√
Access controls and encryption for stored settings	√	√
Secure, unique 2-party pass phrase recovery process (RSA-3072 bit)	√	√
Pass phrase / key cannot be viewed by anyone except the customer	√	√
Pass phrase strength wizard to ensure strong security and enforce policy	√	√
Print / export pass phrase and security questions during setup	√	√
<b>Proven Back-Up Engine</b>		
Block level incremental backups	√	√
Open and locked file support	<b>XP / Vista and Server 2003</b>	
Advanced data compression	√	√
Support for files larger than 4GB	√	√
Initial backup of large data sets to USB disk or portable RAID device	√	√
Network drive support	√	√
Map network drives before a backup begins	√	√
Automatic removal of excluded data previously backed up	√	√
<b>Local Back-Ups</b>		
Backups to locally attached storage	√	√
Backups to network attached storage	√	√
Central local back-ups	√	√
Near-zero additional configuration	√	√
Optionally disable encryption for local backups	√	√
Versions stored in local backups		√

Feature	Basic	Select
<b>Resilient Network Communication</b>		
Reconnect and resume after connection failures	√	√
Congestion aware flow control of backup bandwidth	√	√
Bandwidth throttling	√	√
Different bandwidth throttling levels for on / off hours	√	√
<b>Reliable Scheduling</b>		
Automated, unattended, scheduled backups	√	√
Flexible scheduling options, including multiple backups throughout the day	√	√
Scheduling via the Windows Task Scheduler or via a service	√	√
Ability to wake computer to perform backup	√	√
Automatic initiation of a backup after detection of a missed backup	√	√
<b>Attentive Notification and Monitoring System</b>		
Email alerts at start of backup and end of successful backup	√	√
Email alerts at the end of a backup with warnings or errors	√	√
Email alerts when no backup has completed recently	√	√
Email alerts when disk usage changes by more than a given amount	√	√
Email alerts when disk usages above a given amount	√	√
Single screen display of backup status, backup history, and disk usage	√	√
Disk usage explorer tool for fast discovery of how disks used per directory	√	√
Detailed audit logs for all backup sessions	√	√
Advanced log viewer for fast error discovery and resolution	√	√
<b>Powerful Backup Policies</b>		
Point and click, visual editing of advanced backup policies	√	√
Visualization of exactly which files are included for backup	√	√
Inclusion of filesn any location based on wildcard patterns	√	√
Wildcard exclusion and inclusion rules of arbitrary complexity	√	√
Regular expression support for filename matching in policies	√	√
Ability to create common rules that apply to all backup sets	√	√
Default policies include user's documents and data such as Outlook's files	√	√
Default policies exclude temporary data for common applications	√	√

Feature	Basic	Select
<b>Robust Versioning System</b>		
Unlimited historical versioning (10 years or longer)		√
Customizable preservation of deleted files		√
Options for maximum number of days of history preserved		√
Options for minimum and maximum number of versions kept		√
Customizable version settings for specific file patterns or individual files		√
Versions stored using reverse deltas for better data integrity, unlike tape		
<b>Broad Application Support</b>		
Hot backup of Microsoft Outlook	<b>XP / Vista</b>	√
Hot backup of Exchange Server 2003		√
Verification of integrity of Exchange database before backup		√
Hot backup of SQL Server		√
Hot backup of Oracle		√
Hot backup of MySQL		√
Hot backup of custom server applications		√
Custom scripts executing before/after the volume snapshot		√
Custom scripts executing before/after the scheduled backup	√	
Web-based access to data 24/7	√	√
Wizard-driven restore of one, many, or all files	√	√
Visual selection of data to be restored	√	√
Restore data at any historical point just by specifying the date and time		√
Listing and/or restoring of all versions for one particular file		√
<b>Modern Client Web Portal</b>		
Management and creation of sub-accounts for additional computers	√	√
Reporting and graphing features	√	√
<b>Centralized Web-based Management and Reporting</b>		
Instant provisioning of new customers and accounts	√	√
Management of services for existing accounts	√	√
Dash-panel for monitoring of backup status for all accounts	√	√
View and manage individual and total disk usage for all accounts	√	√
Exporting of account data for customized reporting and billing	√	√

Feature	Basic	Select
<b>Easy to Use Software</b>		
5 to 10 minute setup	√	√
Clutter free, intuitive user interface	√	√
Wizard driven processes	√	√
Auto-diagnostics 'Help Me!' button when users don't know what to do	√	√
Compatible with remote desktop and Citrix	√	√
Automatic software updates	√	√
Support for Win98 / Me / 2000 / XP / 2003 / Vista	√	√
<b>Flexible Service Offerings for Budgets of All Sizes</b>		
Allow accounts to share storage allotment	√	√
Unlimited sub-accounts (additional seats) for each client	√	√
Tiered volume discounts	√	√
Hard and soft disk usage quotas for cost control	√	√
Multiple levels of service allowed per customer	√	√
<b>Enterprise-Grade Server Infrastructure</b>		
99.999% reliability for all core systems	√	√
Tier-1, multi-homed, route-optimized server Internet connections	√	√
Redundant power feeds, on-site generators, and UPS systems	√	√
Redundant Liebert cooling systems	√	√
FM200 fire suppression with VESDA early smoke detection	√	√
Multilevel security including biometrics, surveillance, and 24/7 guards	√	√
24/7 monitoring of all services for fast detection and repair	√	√

Note: Hot backup of server applications requires a VSS-capable Operating System (XP / Vista / Server 2003 / or better).

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