



MirrorVAULT

Managed Service



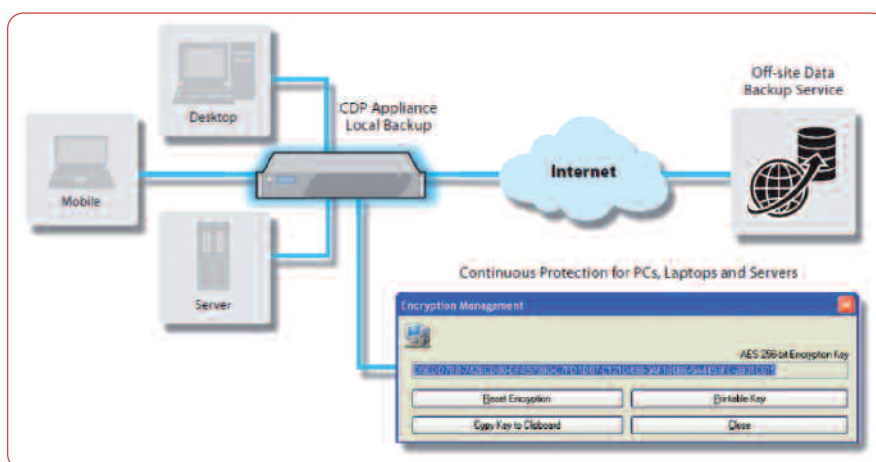
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MirrorVAULT:

Our Managed MirrorVAULT service has been developed with SMB to SME business in mind and also for any organisations who require a full backup solution with disaster recovery provision protection. In the same way as our on-premise DataVAULT service there are no tapes to buy or manage, the service includes full remote management by our dedicated 24x7x365 Network Operations Centre, Hardware and software support for end-user control the service also has active reporting so that you know what is happening with your storage area.

The MirrorVAULT service includes one DataVAULT appliance located at your local site, a secure AES 256 Encrypted VPN link to our DataCentre, and access to our secure MirrorVAULT infrastructure. Through the service your servers, workstations, Mobile Laptops and applications can all be backed up in full to your local DataVAULT appliance and simultaneously uploaded to our MirrorVAULT service. MirrorVAULT is continually updated from the backups held on your local DataVAULT so you always have a full redundant Offsite backup as well as your real-time local backup.



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Getting IT right first time

Recovery:

Should the worst ever happen and you lose your local infrastructure, your data can be easily retrieved from your local DataVAULT if still available, if not your MirrorVAULT disaster mirror at our premises can either be securely downloaded or one of our engineers will bring an encrypted drive out to you with the data on it.

The Agent software provides seamless support for databases and applications without the need to integrate third-party software modules.

Common business applications include: ACT!, Goldmine, Exchange Server, SQL Server, Great Plains, Solomon, Microsoft Active Directory, Microsoft applications such as: Navision, BizTalk, Business Contact Manager, CRM, InfoPath, Commerce Manager, SharePoint, Project Server and MS Office products including Outlook and Outlook Express.

Mobile User Protection:

Our Managed Service can also be used to specifically backup your mobile users. Through using a secure VPN client, any mobile user can send all of their documents and other confidential data directly to the DataVAULT which will automatically replicate up to the MirrorVAULT.

BareMetal Recovery:


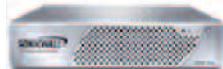



In addition to the DataVAULT and MirrorVAULT Service you can now expand protection to include operating systems, applications and system configurations with the addition of our BareMetal Recovery Solution. With the combination of the DataVAULT appliance, BareMetal Recovery plus the MirrorVAULT Off site Data Backup Service, We can provide comprehensive data protection service that is needed by any small to medium-sized organisation's network.

Our BareMetal Recovery has been specifically optimised in an OEM arrangement with a leading software vendor—Acronis.

Features and Benefits:

| | |
|---|---|
| Automatic, transparent backup ensures that data, applications and systems are reliably protected from common user error, hardware failure, deletion, potential disaster and malicious attack. | Wide range of models to support SMB. MirrorVAULT 110, 210, 5040 and 6080 appliances are scaled to fit the budget, performance, and capacity needs of any SMB. |
| Enforced policy-based backup provides the peace of mind that comes with being in control of all business critical data, while avoiding the increased costs of backing up non-business related files such as personal music, videos and pictures. Administrators can easily pre-configure set policies to ensure that specific business-critical files, folders or applications are backed up, and to assign end-users rights to allow them to retrieve their own data. | Instant data recovery and file versions ensures that all files are instantly and continually available in multiple historic versions, and also that all servers and their applications—including Exchange, SQL Server and Active Directory—are protected with multiple-point-in time recovery in case of disaster. CDP version catalogues minimize downtime by enabling easy, instant, pick-and-click data recovery of files and even individual Exchange Mailboxes. |
| Low-touch administration is delivered through the automation of tedious backup administrative tasks. | User-directed restore increases user satisfaction and productivity while freeing IT resources. |
| Flexible disaster recovery options provided are for Offsite Data Backup, Site-to-Site Data Backup and Local Archiving, as well as Bare Metal Recovery of complete systems—OS, files, applications, databases and settings—in just minutes. | Remote management enables administrators to log in to Enterprise Manager on a MirrorVAULT appliance from any remote location to manage policy and settings, view statistics, and pre-set backup of files, folders or applications, resulting in more flexible disaster recovery and increased service levels. |

Pricing:

| Item | Monthly Fee | Recommend Users | Recommend Servers | |
|---|-------------|-----------------|-------------------|---|
| MirrorVAULT Small Business (100GB** Local Storage 50Gb Upstream Storage) The MirrorVAULT Small Business has been specifically designed for small businesses that only have small data storage requirement whilst still offering the benefits and features of the larger MirrorVAULT solutions | £100 | 15 | 5 |  |
| MirrorVAULT 110 (400GB** Local Storage 250GB Upstream Storage) The MirrorVAULT110 is ideal for smaller distributed environments and remote or branch offices requiring automatic, transparent, disk-based backup and flexible disaster recovery for multiple workstations and servers with a capacity of up to 800 GB (at standard 2:1 compression ratios), featuring user-directed restore and low-touch administration | £185 | 15 | 5 |  |
| MirrorVAULT 210 (1TB** Local Storage 500GB Upstream Storage) The MirrorVAULT210 is ideal for small distributed environments and remote or branch offices requiring automatic, transparent, disk-based backup and flexible disaster recovery for multiple workstations and servers with a capacity of up to 2 TB (at standard 2:1 compression ratios), featuring user-directed restore and low-touch administration. | £290 | 25 | 5 |  |
| MirrorVAULT 5040 (2.25TB** Local Storage 2.25TB Upstream Storage) The MirrorVAULT 5040 is ideal for small-to-medium size organizations demanding high performance and capacity. The MirrorVAULT 5040 offers automatic disk-based backup and recovery for multiple workstations and server applications, capacity of up to 4.5 TB (at standard 2:1 compression ratios), flexible disaster recovery options, RAID 5 and replaceable drives. | £680 | 60 | 10 |  |
| MirrorVAULT 6080 (2.25/4.5TB** Local Storage 2.25/4.5TB Upstream Storage) The MirrorVAULT 6080 is ideal for medium size organizations demanding higher performance and capacity, offering automatic disk-based backup and recovery for multiple workstations and server applications, capacity extensible from 4.5-9 TB (at 2:1 compression), flexible disaster recovery options, RAID 5, and replaceable drives and power supplies. | £920 | 100 | 15 |  |

The Managed Service is based on a 36 month Contract.

Onsite Installation and Data Migration Service setup charge

Subject to configuration

Additional Options:

BareMetal Basic Recovery Server license

£180 each

BareMetal Advanced Recovery Server License

£350 each

Additional Upstream Storage Space (50GB)

£POA

** Un-compressed storage space. Compression can often be achieved on a 2:1 basis

Concorde Services

MirrorVAULT (continued)



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What you get:

Supply

Concorde Informatics Ltd will supply you with the required device to best suit your needs.

Installation

Concorde Informatics Ltd will install the selected unit at your premises.

Technical Assistance Centre

Expert support, backed by strict SLAs on call handling and incident response times.

Proactive Monitoring 24x7x365

Bespoke monitoring software allows Concorde Informatics Ltd to proactively monitor your IT infrastructure, so that threats and issues are highlighted and fixed as they emerge.

Change Control Management

We offer a coordinated change control service for all changes impacting the network. This includes impact assessment, planning and co-ordination, event monitoring, call logging and reporting.

Customer Reporting Portal

Concorde Informatics Ltd provide Managed Service customers with access to a reporting portal. Depending upon your type of service, various reports are made available, both real time and historical.

Manage staff time.

The 'hands-off' nature of the service means that your staff need not worry about backup procedure. This ultimately allows them to concentrate fully on your business, with the full knowledge that critical files and folders are continuously backed up.

Manage policies.

The Concorde Informatics Managed Service gives you the ability to ensure that only important work related files are being backed up continuously without any human intervention. We will keep you fully informed on your backup capability and suggest the optimum configuration and setup to ensure backup space is efficiently managed.

Hardware Warranty

In the unlikely event that the equipment fails, Concorde Informatics will supply and install a replacement within 48hrs.

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