



MailStreet Online Backup by Mozy

Most businesses have critically important information on their computers, such as financial documents and email. Unfortunately, computers are vulnerable to hardware failures such as hard drive crashes and virus attacks which can corrupt or erase everything in an instant. A Price Waterhouse Coopers survey calculated that a single incident of data loss costs businesses an average of \$10,000.

MailStreet Online Backup by Mozy is a business-class data backup solution that offers a simple and safe way to back up all your important information. A copy of your data is stored by a division of EMC, one of the world's most respected storage companies, in a SAS 70 certified secure datacenter so that in the event of disaster your data is still retrievable.

MailStreet Online Backup by Mozy Highlights

HIPAA Compliant: Yes, Online Backup complies with both the HIPAA Privacy and HIPAA Security Rules.

Encryption/Security: Online Backup gives you the ability to select your data's encryption method: an Online Backup key with 448-bit Blowfish encryption, or your own private key with 256-bit AES encryption. Your files are encrypted on your computer using the key of your choice, and then transferred to the Online Backup servers using 128-bit SSL encryption, the industry standard for safe and secure data transfer.

HTTPS proxy compatible: Yes. MailStreet Online Backup by Mozy needs direct outbound access through SSL port 443, or an HTTPS proxy server that will allow connections through it to public servers on SSL port 443.

Data restore: Restore data as frequently as you like, free of charge.

Automatic Backups: Schedule the times to back up and MailStreet Online Backup by Mozy does the rest.

File Detection: MailStreet Online Backup by Mozy finds and saves the smallest changes.

Block-level incremental backup: After the initial backup, MailStreet Online Backup by Mozy only backs up files that have been added or changed, making subsequent backups lightning fast.

Support: Email support and US-based live Toll-free telephone Tier 1 support.

Service Level Agreement: 99.9% Service Level Agreement.

Data Center: SAS 70 Certified, Tier IV - completely fault tolerant data center with redundant capacity.

Security: 24x7 security and surveillance, 24x7 network monitoring.

Back-up: A full 30 days of data is stored securely on-site and is available for restore.

MailStreet Online Backup by Mozy Frequently Asked Questions (FAQs)

Q: If the hard drive in my PC fails, will MailStreet Online Backup by Mozy back up everything on my computer?

A: Online Backup was designed to back up your most important data files, such as your email, contact lists, photos, and financials. It was not designed to back up your system and application files. If you need to restore these types of files, it is much easier and more reliable to restore them using your original CDs.

Q: What is the difference between professional backup services and consumer-focused products?

A: MailStreet Online Backup is a professional backup service designed for small and mid-sized businesses (SMBs). It has the following benefits over consumer backup services: 24/7 Customer Support; Centralized administration; One account can manage several PCs/users; Storage can be aggregated across users, i.e. five users can share 30GB of storage.

Q: Can I use MailStreet Online Backup by Mozy if I am behind an HTTPS proxy?

A: Yes. MailStreet Online Backup by Mozy needs direct outbound access through SSL port 443, or an HTTPS proxy server that will allow connections through it to public servers on SSL port 443.

Q: How often can I restore my data?

A: You may restore files as many times as you need to free of charge.

Q: How can I view backup status?

A: In the system tray, double-click the MailStreet Online Backup by Mozy icon. The Status window displays, showing the current backup status.

Q: Are there any size limits or file types that I can't back up?

A: You can back up files of any type or size with only a few exceptions: OS-specific files, such as Page file and Prefetch files on Windows, cannot be backed up. Some types of encrypted files may not be able to utilize Online Backup's incremental backup feature.

Q: How many files can I back up?

A: Online Backup users are limited by the amount of space their system administrators have allocated.

Q: How long does it take to back up?

A: For a typical system on a typical broadband line—and if you continue working on your computer during the backup—MailStreet Online Backup backs up data at the rate of about 2-4GB per day.

Q: Will subsequent backups take as long as the first?

A: After your initial backup, subsequent backups are relatively quick. This is possible because Online Backup performs what are called differential backups, which means that it only backs up the portions of your files that have changed since the last time they were backed up.

Q: What if I lose my connection to MailStreet Online Backup by Mozy during a backup?

A: The next time you get online, Online Backup continues where it left off when you lost your connection.

