

# CONNECTED® BACKUP FOR PC



## The Original, Undisputed Number One PC Backup Solution

In 1995, Iron Mountain recognized the need for protecting enterprise data on PCs, and pioneered the backup technology necessary to safeguard both desktops and laptops. Today, more than 2.5 million individuals rely on Iron Mountain's Connected® Backup for PC solution for automatic PC data protection and recovery. This automatic, easy-to-access solution frees up IT time and resources, while ensuring secure and reliable backups based on proven technology from the undisputed industry leader.

Iron Mountain's Connected Backup for PC solution eliminates the risk of data loss from enterprise desktops and laptops, whether local or remote. By automatically backing up data in the background, this solution ensures complete data protection without interrupting users. The Connected Backup for PC solution also provides a secure Web portal, through which users can recover data — without IT or Help Desk intervention.

Iron Mountain utilizes advanced encryption and other security technology to safeguard enterprise data during transmission, storage, and recovery. For U.S. subscription service customers, ultra-secure underground data storage facilities satisfy the strictest government-grade security standards. Choosing Iron

Mountain for backup and recovery solutions gives enterprises the industry-leading technology partner, with a proven track record of successful data protection. Iron Mountain currently manages more than 3 petabytes of customer PC data with more than 12 billion backed up files.

### BENEFITS

- With scheduled and automated backups, enterprise data is always available.
- Keeps enterprise data off-site and secure in Iron Mountain's underground data vaults (with subscription service).
- Unlimited scalability for enterprises of all sizes.
- Frees up IT time and resources by outsourcing data protection to a trusted, proven leader.

## “Iron Mountain is the gold standard of PC data protection.”

Michael Shisko, Director of IT  
Hitachi Consulting

Iron Mountain's Connected Backup for PC solution provides fully automatic backup and recovery for enterprise desktops and laptops. Business-critical information is protected — no matter where in the enterprise it resides — eliminating the risk of PC data loss.

The Connected Backup for PC solution provides these functions:

- **Backup:** Scheduled and automatic disk-to-disk backup is transparent to users and fast, even over dial-up connections.
- **Recovery:** Users can recover lost files quickly and easily, whenever and wherever needed.
- **Heal:** Quickly repairs damaged or corrupted applications, configurations, and files on any PC — without calling the Help Desk.
- **MyRoam™:** Web-based access portal lets users access their backed up data anywhere, without IT intervention.

### EASY TO USE FOR BOTH IT AND END USERS

IT personnel can use Connected Backup for PC's intuitive graphical interface to manage and monitor backup policies from a single central console, either over the corporate network or over the Internet. Flexible scheduling runs backups at the most convenient times. Bandwidth Throttling gives control over upload bandwidth, so that backups don't interfere with other high-priority tasks.

The Connected Backup for PC solution works transparently, so that users can keep working while backups continue automatically in the background. If users ever need to recover information — from a single file to an entire system — they can access data through a secure Web portal, minimizing calls to the Help Desk.

With the Connected Backup for PC solution, users can be more productive, IT can focus on other tasks, and enterprises can be sure that PC data is always secure and accessible.



Subscription Service customers have the protection of Iron Mountain's underground vaults. Located at strategic points around the U.S., our vaults feature 24x7 armed security, level 4 (highest level possible) security rating, Bruns-Pak rating of 9, an OSHA-certified fire company, and other features that ensure the safety and security of your data.

### PATENTED TECHNOLOGIES REDUCE NETWORK AND STORAGE COSTS

Iron Mountain's Connected Backup for PC solution uses advanced, patented technologies to reduce the volume of backed-up data up to 85 percent. This decreases the storage necessary for backup and recovery, cuts the time for data transfer, and diminishes the load on enterprise networks. The result is greater cost savings for the enterprise.

**DeltaBlock®** sends only the changed data in files, saving transmission time and storage requirements. For example, when a document changes, DeltaBlock only backs up the changes at the block level. This patented technology reduces backup time, minimizes network traffic, decreases the size of stored files, and enables backup even over low-bandwidth connections.

**SendOnce®** eliminates duplicate files by saving each file only once. This patented technology backs up files to a SendOnce pool, preventing identical copies from being stored in multiple user archives. Enterprises avoid the time and expense of storing the same files repeatedly.

**Connected EmailOptimizer®** reduces the storage space for email files by 30 percent. This optional service recognizes duplicate email attachments and stores them only once, significantly reducing storage requirements.

## ADVANCED SECURITY PROTECTS ENTERPRISE DATA

The Connected Backup for PC solution provides the highest levels of security available. All data is encrypted at the desktop, using government-level 128-bit, Advanced Encryption Standard (AES). Enterprise data remains encrypted both during transmission and in storage.

For an even higher level of data security, Iron Mountain's optional PC Data Protection Suite packages the Connected Backup for PC solution with Iron Mountain's DataDefense™ solution. The DataDefense solution intelligently encrypts and automatically eliminates compromised data on a lost or stolen laptop or PC. This comprehensive and multi-layered approach effectively secures data, preventing its compromise or misuse, even if offline.

## UNMATCHED SCALABILITY

Enterprises can use the Connected Backup for PC solution to protect and restore data from as few as five PCs to hundreds of thousands, all managed from a central location. Store information from as many as 10,000 PCs on a single pair of Data Center servers, using Iron Mountain's superior, patented data reduction technologies.

## SIMPLIFYING ACCESS AND RETRIEVAL

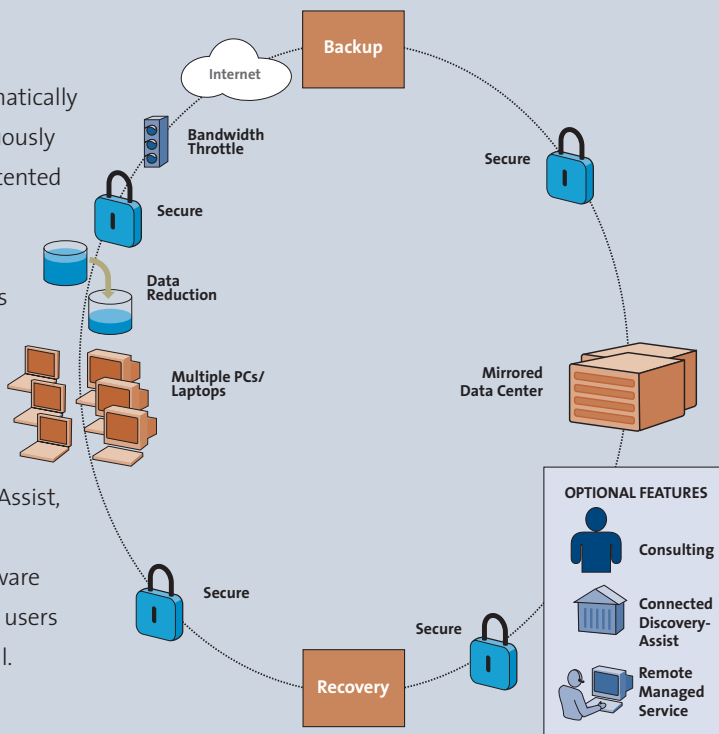
With Iron Mountain's optional Connected® DiscoveryAssist™ solution, enterprises can gain access to and retrieve data across all repositories in Connected Backup Data Centers. Connected DiscoveryAssist offers path and file name filtering to speed data collection, and maintains the file metadata necessary to support third-party search and review. This can dramatically reduce time and cost during eDiscovery.

## PROFESSIONAL SERVICES AVAILABLE

Iron Mountain offers Professional Services & Training to help enterprises maximize the effectiveness of Connected Backup for PC. The decades of experience and best-practice knowledge of Professional Services & Training can shorten learning curves, minimize cost and complexity, and reduce risk.

### HOW IT WORKS

The Connected Backup for PC solution automatically captures desktop and laptop PC data continuously or at scheduled intervals. Iron Mountain's patented technologies first reduce and encrypt data, then securely send it over the Internet to an Iron Mountain Data Center (or an enterprise's Data Center). Bandwidth Throttling controls how much upload bandwidth to use during backups. This solution offers options including: consulting services to assist in deploying the solution; Connected DiscoveryAssist, which provides search capabilities to find particular files; and licensing to run the software in the enterprise IT environment. In addition, users can recover data through a secure Web portal.



## AN OPTION THAT FITS EVERY ENTERPRISE

Iron Mountain offers a variety of implementation options to match every business need:

**Subscription service:** Use Iron Mountain's secure off-site locations to back up enterprise data, for a monthly usage-based fee, with no capital investment.

**Licensed software:** Run the Connected Backup for PC solution inside the enterprise IT environment. Iron Mountain professional services are available to help install and configure the software.

**Remote managed services:** Iron Mountain remotely manages the licensed software at an enterprise's site from the secure Iron Mountain Data Center.

## KEY FEATURES

### For Subscription Service

- Data is stored at one of Iron Mountain's government-graded underground facilities and mirrored to a second Data Center to ensure redundancy and failover.
- Iron Mountain underground facilities are self-sufficient cities, 200 feet underground, resistant to seismic activity and other disasters.
- These facilities feature comprehensive physical security, UPS, emergency backup generators, fire protection systems, and are SysTrust-certified with a BRUNS-Pak level rating of 9.

### Other Features

- 14 languages supported
- Bandwidth Throttling: You can limit the amount of network bandwidth used during backups
- Advanced reporting: database schema for integrating with third-party reporting tools or querying the database directly
- Checkpoint restart for interrupted backup
- Reads Master File Tables directly, improving the speed and performance of file transfers
- VSS (Volume Shadow Copy Service) takes advantage of Windows XP capabilities to enable rapid backups in the background, specifically for open-file handling

- Built-in protection for open files and databases (Microsoft Outlook, Lotus Notes)
- Service retains the 10 most recent versions of any file and keeps deleted files for 90 days
- Platform support: Microsoft® Windows® Vista™ operating system, Windows 2000 Professional, Windows XP, Windows XP Professional, Windows XP Tablet PC Edition, and Mac OS® X (version 10.4 or later)  
Supports VMware ESX 2.5.1, 2.5.2, 2.5.3, and 3.0.1 for Data Center software and Web-based applications  
Supports IBM Lotus® Notes® 7 for use with the Connected EmailOptimizer™ feature  
Supports Windows server operating systems. Connected® Backup for Server is available with server licenses

## SYSTEM REQUIREMENTS

- Operating system: Windows 2000 Professional, Windows XP, Windows XP Professional, Microsoft® Windows Vista, Windows XP Tablet PC Edition, or Mac OS® X (version 10.4 or later) operating system
- CPU:
  - Microsoft® Windows 2000 Professional: 133MHz or faster
  - Microsoft® Windows XP Home Edition or Windows XP Professional: 233MHz or faster required, 300 MHz or faster recommended
  - Microsoft® Windows Vista Operating System: 32-bit processor, 800 MHz or faster required, 1 GHz or faster recommended
- Memory: 256 MB RAM required, 512 MB RAM recommended
  - Microsoft® Windows Vista operating system: 512 MB minimum, 1 GB or faster recommended
- Web browser: Internet Explorer 6.0 or later

### Mac OS Support (in Beta)

Connected® Backup for Mac supports running Connected® Backup on a Mac OS® X (version 10.4 or later).

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