



VBAK[®]
Data Protection Service

Secure institution data through automated backup and restore

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InTechnology
Managed Services

Why VBAK?

The operational and financial implications of losing data could be catastrophic to your organisation. Yet many companies still trust the backup of data to a fragmented and often ineffective policy of distributed tape devices and manual routines.

VBAK, InTechnology's automated backup and restore service, offers unparalleled data backup and instant online restoration, completely eliminating the severe limitations of traditional tape-based backup.

Centralised, seamless backup across all locations

This Managed Service is particularly effective for organisations with multiple or remote site locations, where it has been difficult to implement consistent and co-ordinated backup procedures.

Centralised and automated backup scheduling.

Encrypted data sent securely and immediately off-site.

Data held on dedicated disk for rapid restoration, with an optional second copy.

Saves time and money and improves the backup process with a dramatic increase in data restore performance.

Long Term Storage – available as an additional functionality to VBAK – allows you to store month-end or quarter-end backup data by taking a point-in-time snapshot of VBAK backup data. Long Term Storage addresses the need to keep copies of backup data for extended periods, e.g. email data for seven years, as required for legal or audit purposes.

VBAK removes the inefficiencies, risk and high cost of traditional tape and data replication processes by focusing on the importance of being able to restore data effectively when it is needed, to a place where it can be used and within a timescale that is acceptable to the institution.

All services are delivered via a dedicated, secure telecommunications link which ensures your data is automatically copied to a remote data centre facility from where it is available for immediate restoration.



We use VBAK all the time for file restores and if someone wants an old copy of a document, it can be found rapidly.

Colin Lennox, Technical Services Manager, Baillie Gifford, a leading independent investment management firm.

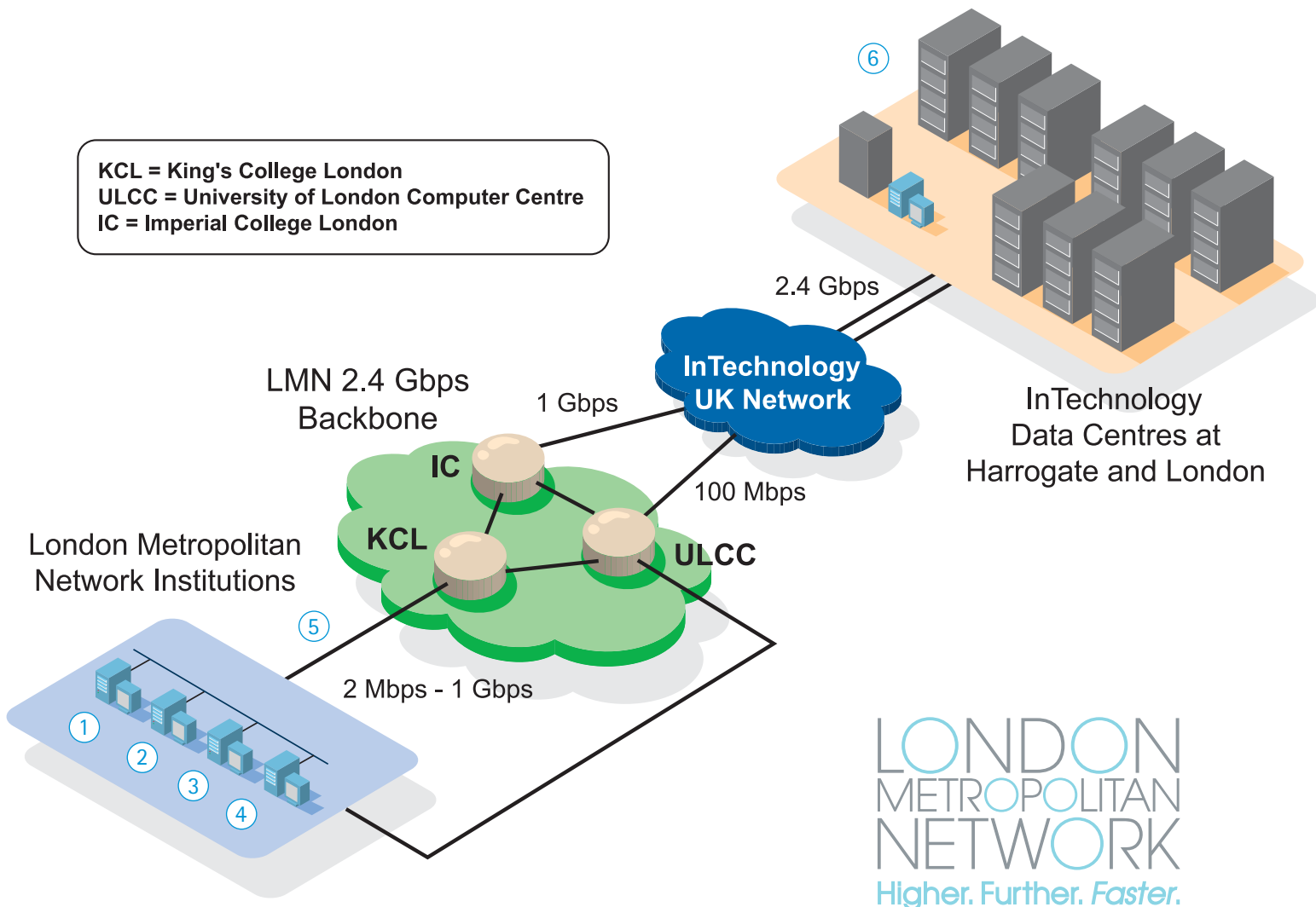


How VBAK works

Speed and security are central to the VBAK service

- 1 The VBAK user interface is installed to allow you to specify backup sets and create schedules, according to institution requirements.
- 2 A Router/Switch and Firewall is installed on your network.
- 3 The backup application is installed on an InTechnology provided backup server or your target servers.
- 4 Data is encrypted and compressed prior to off-site transfer for greater security and speed of backup.
- 5 Data is transferred off-site to a resilient, remote InTechnology Data Centre via a secure private network.
- 6 Data is held on dedicated and resilient disk storage for rapid online restore when required.

KCL = King's College London
 ULCC = University of London Computer Centre
 IC = Imperial College London



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VBAK tackles the issues that are holding your institution back

Issues	VBAK Features	VBAK Benefits
Manual tape backup causes operational inefficiencies and ties up skilled IT resources.	Fully automated process allows the regular backup of data at scheduled intervals.	Frees up IT resources and delivers operational efficiencies and cost savings.
Backup window is ever increasing and often extends into the business day	VBAK only backs up and transfers new incremental data, which is typically less than 5% of all data.	Even over small LAN/WAN capacities, the backup is completed outside of normal institution hours.
Restoring data from tape is a slow, unreliable and inefficient process.	Data stored on dedicated disk to allow rapid online restore of single files or larger data volumes.	Improved productivity and SLA for both system administrators and end users.
Backup and restore are cumbersome to support in geographically distributed operations.	VBAK enables centralised management of all backup and restore operations for central and remote sites.	Effective data protection for remote sites whilst reducing capital and operational costs.
Business Continuity and Disaster Recovery (BC/DR) processes are currently not addressed.	SLA-backed BC/DR service (includes on-site DR restore) supported by experienced staff 24x7.	Reduced downtime for Business Continuity in addition to reduced recovery time in the case of a disaster.
The current backup solution is not scalable.	The VBAK service is currently delivering managed backup services from 10 GB to 25 TB using the same technology and infrastructure.	Industrial-strength backup solution that scales with your institution requirements.
Using tape technology causes unpredictable capital expenditure as data volumes grow.	VBAK is charged on a per-usage basis, not capacity.	Pay-as-you-use model offers a storage-on-demand charging model enabling further cost savings.
Security and data integrity concerns.	Solution is government rated 'Restricted' with link and data encryption. Security audits clearance by the DTI and NHS Information Authority.	Reduced risk and additional compliance with audit and regulatory requirements.

“Secure data backup is vital to the DTI, not only for the daily work of the Department but also for disaster recovery strategies. We have been impressed by the seamless performance of the VBAK solution not only in centralised sites but in backing up data from geographically remote sites as well.”

Martin Denton, Business Unit Director, Fujitsu Services, provider of infrastructure services to the DTI.

Service Parameters	Description	Benefits
OS Support	Novell NetWare and MS Windows Sun Solaris, IBM AIX, HP-UX Red Hat Linux.	Full server recovery from VBAK without the use of third-party tools/applications.
Application Support	MS SQL Server/MS Exchange Server, Oracle and GroupWise.	Rapid, risk-free recovery of applications using APIs provided by the software vendors.
Firewall & VPN	VBAK authenticates all sending and receiving notes prior to any data transfer, and encrypts data during transmission.	Risk reduction by protecting data from intrusion.
Geographically Diverse Data Centre	Customers can choose from southern or northern based InTechnology Data Centres.	Risk reduction due to geographic factors.
24x7 Support	Around-the-clock telephone, data centre and on-site support with 50+ staff.	Reduction of institution downtime risks.
Monitoring	Using HP OpenView to proactively monitor all service elements.	Customers typically informed by InTechnology of a critical fault, before their internal processes kick in.
Customer Portal	Provision of a portal to view and log service desk calls, VBAK usage and billing, network or storage capacity.	Instant access to statistics and billing information and monitoring of service desk calls.

Existing LMN / InTechnology VBAK customers include: Birkbeck College – British Library – City of Westminster College – King's College London – London Business School – Royal Academy of Music – School of Pharmacy (University of London) – University of Westminster – Working Men's College.

Unifying IT infrastructure

InTechnology plc is over 20 years old, with an annual turnover approaching €1/2 billion, employing 500 people in Belgium, France, Germany, Italy, Netherlands, Portugal, Spain, Switzerland with Headquarters in the UK.

InTechnology provides innovative IT infrastructure solutions, products and services to business, through a network of value-added resellers, systems integrators and consultants.

The company's offering unifies all areas of IT infrastructure to help organisations:

- **Store** data in the face of exponential growth in data volumes
- **Manage** data for optimum business efficiency and reduced operational cost
- **Protect** data against ever-increasing threats, from malicious attacks to data loss
- **Network** data to capitalise on network-computing opportunities
- **Liberate** corporate data to maximise its value for the organisation

More details about InTechnology (LSE, AIM: ITO) are available at www.intechnology.co.uk



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