



12 Little-Known Facts And Insider Secrets About Backing Up Data And Choosing A Remote Backup Service

If your data is important to your business and you cannot afford to have your operations halted for days – even weeks – due to data loss or corruption, then you need to read this report and act on the information shared. This report will outline the most commonly made, costly mistakes which most small business owners make with their data backups.

You'll Discover:

- What remote, offsite, or managed backups are, and why EVERY business should have them in place.
- 7 critical characteristics you should absolutely demand from any remote backup service; do NOT trust your data to anyone who does not meet these criteria.
- Where tape backups fail and give you a false sense of security.
- Frightening trends, cases, and questions every business owner should know and consider regarding data security.
- The single most important thing to look for in a remote backup service provider.

Have You Lost An Hour Of Work On Your Computer?

Now imagine if you lost days or weeks of work – or imagine losing your client database, financial records, and all the work files your company has ever produced or compiled.

Imagine what would happen if your network went down for days and you couldn't access email or the information on your PC. How devastating would that be?

Or, what if a major storm, flood, or fire destroyed your office and all your files? Or if a virus wiped out your server...do you have an emergency recovery plan in place that you feel confident in?

How quickly do you think you could recover, if at all?

If you do not have good answers to the above questions or a rock-solid disaster recovery plan in place, you are quite literally playing Russian roulette with your business. With the number of threats constantly growing, it's not a matter of *if* you will have a problem, but rather a matter of *when*.

But That Could Never Happen To Me!

(And Other Lies Business Owners Like To Believe About Their Businesses...)

After working with over 30 small and mid-size businesses in the Cedar Rapids/Iowa City Corridor, we found 6 out of 10 businesses will experience some type of major network or technology disaster which will end up costing them between \$9,000 and \$60,000 in repairs and restoration costs *on average*.

This doesn't even include lost productivity, sales, and client goodwill which can be damaged when a company can't operate or fulfill on its promises due to technical problems.

While it may be difficult to determine the actual financial impact data loss would have on your business, you can't deny the fact it would have a major negative effect.

"But I Already Back Up My Data," You Say...

If you are like most business owners, you've been smart enough to set up a tape backup. But know this: **The average failure rate for a tape backup is 100% - ALL tape backups fail at some point in time.**

Incredible, isn't it? Most people don't realize ALL tape drives fail. But what's really dangerous is most companies don't *realize* it happened until it's too late.

That's why history is riddled with stories of companies losing millions of dollars worth of data. In almost every case, these businesses had some type of backup system in place, but were sickened to find out it wasn't working when they needed it most.

While you should maintain a local backup of your data, a tape backup will NOT offer you protection if...

1. Your tape drive malfunctions rendering it useless and making it impossible to restore your data. **IMPORTANT:** It is *very* common for a tape drive to malfunction without giving any warning signs.
2. Your office (and everything in it) gets destroyed by a fire, flood, hurricane, tornado, or other natural disaster.
3. The physical tapes you are backing your data up to become corrupted due to heat or mishandling.
4. A virus spoils the data stored on the tape drive. Some of the more aggressive viruses not only corrupt the data, but they don't allow anyone to access the data on the drive.
5. Someone in your office accidentally formats the tape, erasing everything on it.
6. Theft – a disgruntled employee intentionally erases everything, or a thief breaks in and steals ALL your equipment.
7. A faulty sprinkler system “waters” all your electronic equipment.

Bottom line: You do NOT want to find out your backup was not working when you need it most.

Frightening Trends, Cases, and Questions You Should Consider:

- Tape drives fail on average at 100%; this means ALL tape drives fail at some point and do NOT offer complete protection for your data if a natural disaster, fire, or terrorist attack destroys your office and everything in it. Business owners who were hit by hurricanes like Katrina learned a hard lesson about keeping remote backups of their data.
- 93% of companies who lost their data for 10 days or more filed for bankruptcy within one year of the disaster, and 50% filed for bankruptcy immediately.

(Source: National Archives & Records Administration in Washington.)

- 20% of small to medium businesses will suffer a major disaster causing loss of critical data every 5 years. *(Source: Richmond House Group)*
- This year, 40% of small to medium businesses who manage their own network and use the Internet for more than email will have their network accessed by a hacker, and more than 50% won't even know they were attacked. *(Source: Gartner Group)*
- About 70% of business people have experienced (or will experience) data loss due to accidental deletion, disk or system failure, viruses, fire or some other disaster *(Source: Carbonite, an online backup service)*
- The first reaction of employees who lose their data is to try to recover the lost data themselves by using recovery software or either restarting or unplugging their computer – steps which can make later data recovery impossible. *(Source: 2005 global survey by Minneapolis-based Ontrack Data Recovery)*

Remote Backups: What They Are And Why EVERY Business Should Have Them In Place

The ONLY way to completely protect your data and guarantee you could restore it all after a major disaster is by maintaining an up-to-date copy of your data offsite in a high-security facility.

Remote backups, also called offsite backups, online backups, or managed backups, is a service which allows you to maintain a secure copy of your data in a different location than your office.

Usually this type of backup is done automatically via the Internet after hours to a high-security facility. There is no question every business owner should have an offsite copy of their data; however, there ARE big differences among remote backup services and it's critical you choose a good provider or you could end up paying a lot of money only to discover that recovering your data – the very reason why you set up remote backups in the first place – is not an easy, fast, or simple job.

7 Critical Characteristics to Demand from Your Remote Backup Service

The biggest danger businesses have with remote backup services is a lack of knowledge in what to look for.

There are literally hundreds of companies offering this service because they see it as an effortless way to make a quick buck. But not all service providers are created

equal and you absolutely want to make sure you choose a good, reliable vendor or you'll get burned with hidden fees, unexpected "gotchas", or the horrible discovery your data wasn't actually backed up properly, leaving you high and dry when you need it most.

If your remote backup provider doesn't meet all 7 of these points, then you'd be crazy to trust them to store your data:

- 1. Military-level security, data transfer, and data storage.** This is fairly obvious; you want to make sure the company housing your data is actually secure. After all, we are talking about your financial information, client data, and other sensitive information about your company. Never trust your data to anyone who doesn't have the following security measures in place:
 - Ask your service provider if they are HIPAA, Sarbanes-Oxley, Gram-Leach-Bliley, and SEC NASD compliant. These are government regulations which dictate how organizations with highly sensitive data (like banks and doctor's offices) handle, store, and transfer their data. If you are a medical or financial institution, you are required by law to work only with vendors who meet these stringent requirements. But even if you are NOT an organization that falls under one of these regulations, you still want to choose a provider who is because it's a good sign they have high-level security measures in place.
 - Make sure the physical location where the data is stored is secure. Ask your service provider if they have video surveillance, and only allow authorized personnel to enter the site.
 - Make sure the data transfer is encrypted with SSL protocols to prevent a hacker from accessing the data while it's being transferred.
- 2. Multiple data centers which are geographically dispersed.** Anyone versed in data security knows the best way to avoid loss is to build redundancy into your operations. All that means is your remote backup service should store multiple copies of your data in more than one location. That way, if a terrorist attack or natural disaster destroys one of *their* locations, they have backups of your backup in a different city where the disaster did not strike.
- 3. Demand the ability to receive overnight copies of your data on DVD or some other data storage device.** If your entire network gets wiped out, you do NOT want Internet download to be your only option for recovering the data because it could take days or weeks. Therefore, you should only work with a remote backup provider who will provide overnight copies of your data via some physical storage device.

4. **On that same token, ask your service provider if you have the option of having your *initial* backup performed through hard copy.** Again, trying to transfer that amount of data online could take days or weeks. If you have a large amount of data to backup, it would be faster and more convenient to send it to them on DVD.
5. **Make sure your data can be restored to a different computer than the one it was backed up from.** Amazingly, some backups can only be restored to the same computer they came from. If the original computer was burned in a fire, stolen, or destroyed in a flood, you're left without a backup.
6. **Demand daily status reports of your backup.** All backup services should send you a daily email to verify if your backup actually ran AND to report failures or problems. The more professional providers should also allow you to notify more than one person (like a technician or your IT person) in addition to yourself.
7. **Demand help from a qualified technician.** Many online backup services are "self-serve." This allows them to provide a cheaper service to you. BUT if you don't set your system to back up correctly, the money you will save will be insignificant compared to the losses you'll suffer. At the very least, ask your service provider to walk you through the steps on the phone or to check your settings to make sure you did the setup properly.

The Single Most Important Thing To Look For When Choosing a Remote Backup Service Provider

While the above checks are important, one of the most critical characteristics – and one which is often overlooked – is finding a company who will do regular test restores to check your backup and make sure the data is able to be recovered.

You do not want to wait until your data has been wiped out to test your backup; yet this is exactly what most people do – and they pay for it dearly.

If your data is very sensitive and you cannot afford to lose it, then test restores should be done monthly. If your situation is a little less critical, quarterly test restores are sufficient.

Any number of things can cause your backup to become corrupt. By testing it monthly, you'll sleep a lot easier at night knowing you have a good, solid copy of your data available in the event of an unforeseen disaster or emergency.

Want To Know For Sure If Your Data Backup Is Truly Keeping Your Data Secure? Our Free Data Security Analysis Will Reveal the Truth...

As a prospective new client, I'd like to extend a "get to know us" offer for a Free Data Security Audit. I don't normally give away free services here because if I did, I'd go out of business. But since your company meets our strict selection criteria, I thought this would be a wonderful way to introduce our services to a few new clients.

At no charge, a security specialist will come on site and...

- Audit your current data protection including backup and restore procedures, tape rotations and maintenance schedule to see if there is anything jeopardizing your data's security.
- Review procedures for storage and transportation of data. Many people don't realize they damage their disks (and thereby corrupt their data) by improperly caring for their storage devices.
- Check your network backup to make sure they are accurately backing up all the critical files and information you would NEVER want to lose.
- Present a simple and easy to understand chart which will detail the makeup of your data, including the age and type of files you are backing up. Why should you care? Because many companies inadvertently use valuable computer storage to back up their employees' personal MP3 files and movies.
- Discuss current data protection needs and explain in plain English where your risks are. We know everyone has a different level of risk tolerance, and we want to make sure all the risks you're taking with your data are by choice, not because of miscommunication or accident.

Depending on what we discover, we'll either give you a clean bill of health or reveal gaps in your data backup which could prove disastrous. If it's appropriate, we'll provide you with an action plan of our own for further securing your data.

Naturally, I don't expect everyone to become a client, but I do expect a small percentage to hire us to protect their most valuable asset—corporate data—and possibly even become loyal clients like OB-GYN Associates or Profol Americas, Inc.

Why Trust Your Remote Backups To Us?

There are a lot of companies offering remote backup services, so what makes us

so special? Why choose us over the dozens of other companies offering what appear to be the same services? I'm glad you asked, because there are 5 BIG reasons to trust us with your data security:

1. We guarantee the security and availability of your data will live up to our satisfaction guarantee. If the data is given to us, we guarantee it will be available to you 24/7! No hassles, no problems.
2. We offer free help desk support for recovering files. Some companies charge you extra for this service, or don't offer it at all.
3. We offer free disaster recovery services to restore your data if ALL of it is lost at one time. Again, most companies charge extra for this, or they don't offer it at all. At no additional charge, we will work directly with your IT manager or network support consultant to get all your data restored in the unfortunate event of a catastrophic loss.
4. We are a local company with a real, live office. This might not seem too unique to you, but what you don't realize is some offsite data companies are made up of a couple of guys working from their back bedrooms with no way of reaching them other than by email or phone.

We'll come on site, shake your hand, and buy you a cup of coffee. Wouldn't you rather deal with a local company who can meet with you face to face rather than an unknown entity in a different state – or different country?

5. We will conduct monthly or quarterly test restores of your data to truly determine if your backup is working. There is no other way of knowing for sure and MOST remote backup services do NOT offer this service.

You are Under No Obligation to Do or Buy Anything When You Say “Yes” to a Free Data Security Analysis

We also want to be very clear there are no expectations on our part for you to do or buy anything when you take us up on our offer.

As a matter of fact, I will give you my personal guarantee you won't have to deal with a pushy, arrogant salesperson because I don't appreciate heavy sales pressure any more than you do.

However, I cannot extend this offer forever because time and staff limitations simply won't allow it. To secure your Free Data Security Analysis for your company, you must respond to this letter ASAP. Spots ARE limited so act today. I regretfully will have to withdraw this offer and make it available for someone else if you are unable to respond on time.



Call me immediately at 319-364-3004 to schedule your free service, or complete and email back the form.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Roberts", with a long horizontal flourish extending to the right.

Dan Roberts
President, Roberts Technology Solutions, Inc.
dan@robertstechs.com
319-364-3004

P.S. Don't miss out!!! Your Free Data Security Analysis (\$250 value) will let you know for sure if your backup really is copying and storing all the data you cannot afford to lose in a format that can be restored.



Yes! Sign me up for a Free Data Security Analysis so I can know for sure my data will be there when I need it most!

Please reserve one of your FREE Data Security Analyses in my name. I understand I am under no obligation to do or to buy anything by requesting this free service.

At no charge, we will send a data security specialist to your office to:

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- Review procedures for storage and transportation of data. Many people don't realize they damage their disks (and thereby corrupt their data) by improperly caring for their storage devices.
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- Discuss current data protection needs and explain in plain English where your risks are. We know everyone has a different level of risk tolerance, and we want to make sure all the risks you're taking with your data are by choice, not because of miscommunication or accident.

Please Complete and Email Back:

Name: _____
Title: _____
Company: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____
Email: _____

Email This Form To: info@robertstechs.com