

Interxion Secure Data Service

Backup and Restore

What users should know about online server backup offerings

Backup / restore functionality

Technology.

Connection speed required.

Backup frequency.

Online availability management.

Media used for delivered restores.

Open file management.

User experience

Users interface.

User privileges.

Backups and restore monitoring.

Security and infrastructure

Encryption.

Data storage facilities.

Backup infrastructure.

Platform support.

Customer size infrastructure.

Firewall and Port NAT support.

Other

SLA.

Customer support hours.

Pricing methodology.

Pricing.

Source Garner Research, 2004.

Questions to ask

Brand of backup software or proprietary.

Existing dial-up. DSL cable, E1 etc.

Standard frequency or continuous
For example: Data online for 30 days then cut to tape.

What data is browsable during a restore request?

Online, online to another sever, tape, CD, appliance etc.

Which additional software, if any, is required to quiesce database or backup open files?

Questions to ask

What is the interface for users access to configure the service and request restores (e.g. browser, Windows app. Etc)?

Does the service support multiple users with varying rights?

Is there proactive service monitoring and notification or does the customer receive logs to indicate status of job execution?

Questions to ask

AES, DES, Triple DES and Blowfish-448 etc.

Where is your backup infrastructure located?

Brand of backup hardware.

Flavors of Windows, Unix, Netware, Flavors of Unix etc.

What has to be installed at the customer site?

Auto-configured, configurable, fixed port.

Questions to ask

What are the basic service guarantees?

When can customers call for assistance?
Do additional changes apply to off-hours?

Basis of pricing-per gig on server, largest backup in month, gigs written, retention periods, etc.

Price ranges plus restore fees.

Interxion Position

Proprietary enterprise grade service.

All current SDS customers use existing [broadband] network connections sized accordingly.

User specified - backups can be run/scheduled on an hourly/daily (or less frequent basis).

All data stored on the Vault is available for restore and is browsable. Data is not deleted from the Vault by Interxion, customers set policies for the deletion of data.

Online via broadband, USB Disk, LTO, DLT, DVD and CD.

Hot backups of Exchange, SQL Server, Netware, Oracle, Lotus Notes, Domino, Postgres, MySQL, DB2 are included as standard. Standard file system and open file management is also included.

Interxion Position

Either a Windows or Java based application can be used (full remote control of backup & restore).

Yes.

Yes, the Vault is monitored 24/7 by the Interxion ESC/NOC and supported by onsite engineers. Customers can configure the DS-Client to send emails, pages, broadcasts, events or SNMP traps for all types of activity completion. Full activity and event logs as well as audit logs are included in the service offering.

Interxion Position

Up to AES256 bit customer defined encryption (twice internet banking standards).

In state of the art Sun Tone accredited Interxion Datacentres.

Sun/SPARC, Intel, Cisco...

Backups of Windows, UNIX (Solaris, AIX, HP-UX, Linux), AS 400, Netware, Mac OS-X are all supported.

A single software client - 70 MB.

TCP port 3000 outbound only required to the Vault public IP address.

Interxion Position

Please see SLA summary.

24/7 via Interxion ESC/NOC.

Small set up/installation fee.
Per GB protected per month.

Based on amount of data stored.
There are no online restore fees.