



Bizo Backup

Service Description

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1. What is Bizo Backup

Bizo Backup is a cost-effective, high-performance, disaster recovery protection system for your Windows-based PC's, notebooks, laptops, and servers. It involves no extra effort on your part as it is a secure web-based, real-time computer data management system.

Bizo Backup significantly reduces business risk by automatically performing backups, and increases efficiency by sending only incremental file changes to the server.

The off-site information storage provided by Bizo Backup offers you significant technical and business advantages with peace-of-mind protection if your building or equipment is compromised.

Bizo Backup is a fully outsourced service that gives you a complex and specialist service with no capital outlay or technical skills required.

Bizo Backup sharply reduces storage demands while lowering operating costs, by automatically protecting, managing and scaling PC user information – including email – on desktops, laptops and servers.

Bizo Backup service allows you to concentrate on your business knowing that your data is safe, secure, and being regularly backed up.

Features of the Bizo Backup service include:

- Automatic backup of your company's computers every day, according to the schedule you set or whenever you're online. Because backup operations are run automatically, backup of critical corporate data is ensured.
- Seamless backup via the File Change Recorder, which detects new, changed, or deleted files, eliminating the need to perform disk scanning for every backup. This increases backup speed and minimizes resource consumption.
- Desktop and laptop data is encrypted and transmitted safely over the Internet (or directly via Bizo Metro or Bizo National network service) to our highly secure, resilient Backup Silos.
- Once an initial overnight backup is done, Bizo Backup's patented technologies allow complete backups in only minutes, even over dial-up connections, while checking email or using the Web.
- Easy retrieval – all the company's digital information from every PC that's been backed up is available whenever it's needed , up to the last time that particular computer was backed up.
- Byte-level or Block-level Change Detection technology allows Bizo Backup to detect, record, and transmit only the changed bytes for each file defined in a backup set rather than transmitting entire files. This minimises network connection time and network traffic.
- Desktops can initiate a backup operation process without a network connection. File changes are processed according to the user's backup set and stored until the next time the user's computer connects to the Bizo Backup server.

- Open File Agent Technology allows the backup process to include files that are currently open and in use, providing a continuous, non-disruptive backup process. This is particularly significant for backing up local PC email stores. There is no need to stop working on important documents to back them up. Note: This feature is not available on Windows 98 or Windows ME.
- Bizo Backup is highly secure, protecting data from unauthorized users by using data encryption whenever data is transmitted between the client and the server. In addition, access to data-sensitive features of is password protected, ensuring secure data transmission and protection against unauthorised access.
- Checkpoint Restart ensures that if a remote computer disconnects from the server during a backup and later reconnects, Bizo Backup continues transmitting the file that was being backed up at the time of the disconnection from the cutoff point, rather than re-sending an entire file, minimizing the user's network connection time.
- Deleted File Retention facility provides a number of deleted file options to ensure that users adhere to corporate, file-retention standards and policies. You can choose to keep deleted files for a period of time, keep them indefinitely, or remove them permanently. Users can also set the number of backups that must occur before a file is permanently removed.
- Since data is available 24 x 7 Bizo Backup gives users the freedom to work when and where they need to.
- Bizo Self Service Portal provides configuration and policy management through web-based front end.
- Bizo Self Service Portal provides enhanced Statistics and Reporting by Web browser

2. What are the benefits of Bizo Backup?

Your business information is valuable. However in-house backup solutions are expensive and notoriously unreliable. Regular maintenance and routine test restores are a minimum requirement but are forgotten by most businesses.

Bizo Backup is peace-of-mind insurance for business owners. Our subscription service gives you the power to automatically and easily back up your desktop, laptop computers and servers, and have that information instantly available whenever and wherever you need it, all day, every day.

No more need to remember to back up. No more need to buy, label and store CDs, Zip disks or other media. The market-leading, enterprise-proven solution for automatic data backup and recovery, Bizo Backup is the reliable, secure, hands-off system for easy access to your files whenever you need them.

Bizo Backup can save your business time, money and the misery of lost data.

Reduced time and cost involved in backing up a computer

Immediate access for data recovery and reconstruction

Easy Backup

Bizo Backup is easy! Bizo Backup automatically backs up your company's computers every day, according to the schedule you set or whenever you're online. Desktop and laptop data is encrypted and transmitted safely over the Internet to our highly secure, resilient Data Centre.

Once an initial overnight backup is done, Bizo Backup's patented technologies allow complete backups in only minutes, even over dial-up connections, while checking email or using the Web.

Easy Retrieval

All the company's digital information from every PC that's been backed up is available whenever it's needed, up to the last time that particular computer was backed up, with up to three revisions of each file available for restore.

Bizo Backup subscription service offers a range of benefits:

- Ensures corporate ownership of email and all user data by delivering secure backup and restoration inside and beyond company firewalls.
- Prevents loss of email and other user data resulting from viruses, lost laptops, data corruption and simple mistakes.
- No capital investment, no software or hardware to deploy or manage.
- Low-cost pre-defined monthly charge with no hidden or unexpected support, maintenance or upgrade costs.
- Instantly retrieves any lost or damaged files.
- Simplifies PC data migration.

- Fast, easy, secure and fully automated data protection with Backup/Retrieve functionality.
- Simple, fast data recovery/file restoration.
- Rapid, anytime/anywhere system rollback in the event of data loss from virus damage, user error, displaced workers, or lost or stolen computers.
- Efficient data backup, even over dial-up connections.
- Complete security, using data encryption during transmission and in storage.
- Stay in Charge – Your staff administrators can control every aspect of managing your email policy and reporting.
- No Technical Expertise Required – Bizo provides backup services for many businesses. We have built an enterprise-level infrastructure that most companies cannot afford to invest in. Bizo Backup is delivered with a quality of service that few organizations can enjoy:
 - Our services are monitored 24 hours a day, every day.
 - We keep spare parts on hand for rapid replacement in case of hardware issues.
 - All software updates and security patches are thoroughly tested in our testing environment before production deployment.
 - Automated Intrusion detection systems are active day and night to ease your worries.
 - The Bizo Self Service Portal offers a sophisticated web-based interface to ease administration, without risk.

3. How does Bizo Backup work?

Bizo Backup is based on the integration of Computer Associates Brightstor™ data management software, various vendors' hardware technologies, and the EMS Cortex™ automated provisioning and reporting platform.

For you to take advantage of all the benefits Bizo Backup has to offer, the Agent software needs to be installed on your computer. This can be done by you easily and simply.

Once you subscribe to Bizo Backup – either via the Free 30-Day Trial offer from our website (www.bizoservices.com) or from within the Bizo Self Service Portal (portal.bizoservices.com) we will email you with a temporary URL with the Agent Download button on it. Once you've downloaded and installed the Agent you can schedule and run the backup.

When subscribing to Bizo Backup you must choose between two Agent types and two archiving methods. The two Agent types are:

- Business Office Plan: This agent will backup, by default all Microsoft Office files with extensions: xls, doc, dot, ppt, pub, pdf, vst, and My Favourites. Excluded files are all files ending with tmp.
- You may add to this backup set by clicking on folders or files in the Agent "Configure Files" option, but you may not remove the default inclusions and exclusions.
- Business Generic Plan: This agent has no in-build file inclusions and exclusions. It is up to you to select the files you wish to backup by clicking on folders or files in the Agent "Configure Files" option.

The two archiving options provided are:

- 90 Day Archive: The most recent 3 versions of each file backed up are retained indefinitely (provided you don't delete them from your computer or remove them from the backup set); files deleted from your computer are retained for 90 days. Files you de-select from your backup set are retained for 90 days. NOTE: You can select and deselect files to create the backup set that suits you.
- Unlimited Archive: The most recent 3 versions of each file backed up are retained indefinitely; files deleted from your computer are retained indefinitely. Files you de-select from your backup set are retained indefinitely. NOTE: This option uses increasing storage volumes, however on request we will remove data to DVD or CDRom disk for customers and courier it to them (see current price list for applicable charges).

The following sections describe the Bizo Backup service in further detail.

3.1 Service Description

Bizo Backup is offered in five different storage usage bands. Each month you will be billed according to the usage band that you fit within. For storage volumes over 5GB an additional charge per GB is applied. The following table summaries the volume bands.

Backup Bands	Per Mth
30 Day Trial	free
1GB	(see current price list)
2GB	(see current price list)
3GB	(see current price list)
4GB	(see current price list)
5GB	(see current price list)
Over 5GB	(see current price list)

3.2 What's Included

Bizo Backup includes:

- Service Activation
- Backup Agent (you download the agent according to the volume plan you choose)
- Support
- 24 x 7 system monitoring, maintenance and upgrades
- Bizo Self Service Portal access to Backup Policy Administration and Online Reports
- No onsite software or hardware required

3.3 Pre-requisites

The following pre-requisites must be met for Bizo Backup to perform satisfactorily:

- Broadband network connectivity (Bizo Backup does work with a dial-up connection but it is slow).
- Client platform must be one of: Windows 98, Windows ME, Windows 2000, Windows NT, and Windows XP. Note that the Open File backup option does not work with Windows 98 or Windows ME.
- Disk Space on C: drive must be at least 128MB after agent installation (the Bizo Backup Agent takes about 7MB of space in the Program Files folder); at least 256MB free space is recommended.

- The minimum system requirements for the Bizo Backup Agent are: Pentium or equivalent processor; 64 MB RAM minimum, 128 MB RAM recommended.
- Firewall permissions to allow the local Agent to access the Bizo Backup server for connectivity and update information. Bizo Backup uses port 2200 to communicate with the client agent. The executables that need access are:
 - Rwclient.exe
 - ScheduleSvc.exe (BmBClient Schedule Service)

3.4 Installing the Agent

Following subscription to the Bizo Backup Service we will email a temporary URL to the email account you specified when subscribing. When you access the URL you will be able to click on the Agent Download button.

You have the choice to either save or run the file. The compiled Agent file is 16MB and executes well over slow DSL 256/512Kbps. If you are accessing the URL over slower links it is recommended to save the Agent file to your local disk then execute it from there.

Once installed you will have three menu items:

- Backup Now
- Configure Backup
- Restore

These menu options are described in the next sections.

3.5 Backup Now

This Agent menu item initiates an on-demand backup of your local computer according to the configuration options (and default agent options) you have selected.

3.6 Configure Backup

The Configure Backup Agent menu option allows you to:

- Add or remove files from your default backup set
- Change the hourly, daily, automated backup schedule
- Run an on-demand backup

3.7 Restore

The Restore option allows you to select files to restore. If you need to restore a whole PC or server you may choose the Backup Export option (see following section for description). With the Backup Export option we will export a whole backup set to DVD or CDROM disk for customers and courier it to them (see current price list for applicable charges).

3.8 First Time Backup

The first time backup backs up all the files that you select for your backup set. This process can take some hours depending on how much data you have selected, and the speed of your network connection.

Typically a user has up to 1GB of files to backup. The first-time backup can take 10-15 hours to backup but there after only changes are backed up. The ongoing daily backups (about 2-10MB) usually take between 10-15 minutes per day.

The Checkpoint Restart functionality within Bizo Backup ensures that, if computer disconnects from the Bizo Backup server during a backup and later reconnects, Bizo Backup continues transmitting the file that was being backed up at the time of the disconnection from the cutoff point, rather than resending an entire file, minimizing the user's network connection time.

3.9 Data Encryption Security

Bizo Backup protects data from unauthorized users by using data encryption from whenever data leaves your computer. Even the data centre administrator cannot read you data. In addition, access to data-sensitive features of Bizo Backup is also password protected, ensuring secure data transmission and protection against unauthorized access.

3.10 Backup Export

The Backup Export option creates an installation image of the all the files backup from your PC. This installation image includes your PC's Backup Agent information, configuration, backup sets, and backed up data, as well as a setup program.

After the installation image has been created, Bizo Support staff will create a DVD or CDROM disk of the image and courier it to you.

You run the setup program on the disk and the whole software image is restored into the same directory structure (see current price list for applicable charges).

You would request this option to restore data for a computer that has crashed, or has otherwise lost data.

3.11 How many computers can an Account have?

Each computer requires its own account name, so each account serves one computer.

Unique account numbers enable the storage of vast amounts of data from computers around the world without losing track of it. The account number identifies which files belong to which computer.

3.12 Recovering an existing Account

Download the generic Bizo Backup Agent from within the Bizo Self Service Portal (portal.bizoservices.com). When you run it, be sure to check the box on the registration screen to indicate that you already have an account.

If you already have a Bizo Backup Service account but the software has been lost from your hard disk or you wish to move your account to a new computer, you may reinstall it on the new disk or computer and "recover" your existing account.

You will need to know your account information. If you have forgotten your account name or password, contact us and once you have proven your identity to us we can provide the information and reset your password.

VERY IMPORTANT: Once you transfer your account to a new computer do not continue to back up the old one with same account. If you ignore this, you will not be able to restore all your data.

3.13 After the Free Trial Period

At the end of your free trial period you will be contacted by Bizo account staff who will ask you to provide billing information if you would like to continue with the service. If you choose not to continue your Bizo Backup account and the data will be deleted.

3.14 Version Upgrades

From time to time, Bizo Backup makes changes to the software that will improve performance or add new features. When the new version has been thoroughly tested, it is released to our customers. Your version is then upgraded the next time you back up. There is no action required on your part and you will always have the latest version.

3.15 Integration with other Bizo services

Bizo Backup is one of a number of Bizo services. While you can subscribe to Bizo Backup by itself, for ease of use Bizo Backup integrates tightly with the other Bizo services.

Bizo also offers a variety of pre-packaged managed services from single subscription-based hosted services such as Business Messaging, to comprehensive and ready-to-deploy solutions for a wide range of business needs. Adding or deleting any additional services is an easy and template-driven process.

The available Bizo service suites are described as follows. "Get Connected" is the Bizo network connectivity suite; "Get Secure" is the Bizo security suite, and the final section summarises the Bizo "Get Working" suite of business services.

A service description for each service is available for download from the Bizo website (www.bizoservices.com).

3.15.1 Get Connected

- Bizo Internet
- Bizo Metro
- Bizo National

3.15.2 Get Secure

- Bizo Defend Perimeter
- Bizo Defend End-Point
- Bizo Email Filter
- Bizo Web Filter
- Bizo Backup
- Bizo Systems Monitor

3.15.3 Get Working

- Bizo Business Messaging
- Bizo Virtual Reception
- Bizo Payroll

3.16 Quality Assurance and Change Management

Bizo operates a strict QA system to ensure compliance with the future objective of ISO quality accreditation. All policies and procedures are fully documented, recorded and controlled.

Quality is taken as individual responsibility throughout the organisation, from CEO downwards. Service changes are managed through strict adherence to the Bizo ITIL-based Change Management process.

3.17 Ongoing System Supervision and Performance Monitoring

The Bizo Backup delivery environment is constantly monitored with custom designed software both internally and externally. All unusual data and performance statistics are subject of event-driven immediate human review.

4. Is Bizo Backup for you?

Bizo Backup is ideal for businesses that have no, or very limited unreliable backups, and also businesses that have invested in an in-house backup system but cannot justify the ongoing expenses for maintenance, upgrades, software licenses, restore testing etc.

Bizo Backup is a great fit for your business if:

- You have been getting by with occasional backups but know you need something better.
- You write backups to CDROM each night and it takes ages.
- You have an in-house backup system but the cost of support, maintenance, upgrades and a corporate-style fully resilient data-centre housed design cannot be justified (and no-one knows if you can restore from it anyway).
- You want better data security and content but can't justify the in-house expense or effort.
- You have staff on the road, or who work from home and can't afford the risk if they lose data.

5. What are Your Responsibilities?

To make the most of Bizo Backup it is important that you familiarise yourself with the specific service requirements and the Bizo support and service policy and processes. The key customer responsibilities are described below.

5.1 Bizo Service Offer and Terms

This document is the contract between Bizo and our customers for the provisioning and supply of Bizo services. Please read this carefully and discuss any questions with Bizo sales staff.

5.2 You install the Agent and choose Your Plan

Once you have given us your billing information you can download the agent and configure a backup plan for you and your business.

5.3 Acceptable Use Policy

The Internet is a very large community of computer users. As with any community it is important that we work together and avoid harm to each other. Bizo has a standard Acceptable Use Policy which is published on our website (www.bizoservices.com). This policy details the ways in which the Bizo services must and must not be used. This policy helps safeguard Bizo customers and other Internet and network users.

5.4 Privacy Policy

Bizo takes responsibility for looking after your information very seriously. The Bizo Privacy Policy is also published on our website (www.bizoservices.com) and describes our commitment to the privacy and security of your information.

5.5 Support

Please report any service faults as soon as you can. In every likelihood our 24 x 7 monitoring service has already identified the fault and staff are working to remedy. You can contact the Bizo Support Desk by emailing or by phone, please see the website for access details.

Remember that if you don't let us know it is harder for us to help you.

You can subscribe to new Bizo services or additional features to existing services via the Bizo Self Service Portal online interface.

5.6 Feedback

Please let us know if we can improve our services, or if there are any new functions, features or services that would help your business.

6. Installing Bizo Backup

Once you have subscribed to one or more Bizo services they will be provisioned centrally by our support team. Following the completion of the provisioning process you will be contacted with details of login to the Bizo Self Service Portal.

The Bizo Self Service Portal offers access to Installation, Configuration, and Reporting information for all Bizo services.

For all the Bizo Backup Service Plans all installation and configuration instructions are online, available from the Bizo Self Service Portal on our website (www.bizoservices.com).

7. Online Configuration of Bizo Backup

The Bizo Self Service Portal service configuration screens take you through the establishment and management of your backup policy with simple step-by-step selection choices. The Bizo Self Service Portal allows you to complete a wide range of service administration tasks for your staff.

Further configuration instructions are available as online help from the Bizo Self Service Portal on our website (www.bizoservices.com).

8. On-line Reporting

The Bizo Self Service Portal also offers access to Reporting information for all Bizo services. Simple step-through screens allow a range of simple reports to be viewed online.

9. Copyright Information

Both downloadable and on-screen documentation are free to view in electronic form via your World Wide Web browser, however Bizo maintains their copyrights. You are entitled to make one copy for research purposes, however you may not further copy or republish them or store them in your computer or elsewhere except as required by your browser for the sole purpose of viewing them while using the browser.