

GP practices & CCGs

# SECURE ONLINE BACKUP



Secure Online Backup is a fully automated, online, network based data backup and recovery solution

*“We have been using Healthcare Computing’s Online Backup since August 2011. The service has simplified the surgery’s IT and saves money. There is no need to check the backup and change the tapes every day, and we no longer have to buy expensive back-up tapes.”*

**Steve Boyd**  
Practice Manager at  
Whiteparish Surgery

### Service overview

When data recovery is required, users can simply select the data to be restored by using an intuitive interface, or for large data sets, the data can be returned to site for local, high speed LAN-based recovery.

The service has been developed in line with business needs and is fully scalable; the service will grow and evolve with your business data and meets the needs of small, medium and large organisations.

A backup console enables customer remote administration of the system and take control centrally of all backup jobs. Online customer file restores are also available from a single place. In the event of large customer data restores and or disaster recovery situations, data can be taken to the customer site for onsite data restore using a portable disk system. This latter disaster recovery option is chargeable. With the archiving option, customers can choose to have their data additionally held on disk or on tape.

### Automated and online

Backups can be scheduled to run unattended at a particular time or frequency. A full copy of the most recent data is kept available for immediate recovery on disk eliminating the response times associated with tapebased solutions.

### Secure and incremental

Data is encrypted before leaving the device and remains so until recovered. The solution uses encryption standards approved by Connecting for Health\* including AES-256 and SSL. Only files that have been modified or added since the last backup will be identified for backup by the system.

### Networked & Disk-to-Disk

Data is transferred via any TCP-IP enabled network connection to the Online Backup Storage Platform. This removes the cost and effort of daily, physical tape management. Backups are held on disk for designated periods of time, enabling faster recovery. Data can also be archived to tape for long-term storage dependent on the service bought. Writing to disk also improves backup speed and data integrity verification.

### Sub-file

Changes to a file are extracted at the binary level. For example if a Word document is edited, only the changed bytes of that document will be extracted and sent through to the backup server.

\*Connecting for Health Approved Cryptographic Algorithms  
Good Practice Guideline Version 2.2

Healthcare Computing  
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## Secure Online Backup provides automated online backup, off-site storage, and rapid recovery of critical server data

**No more tapes to purchase, change, transport, catalogue, and store. By eliminating the costs and data loss risks inherent in manual backup procedures, IT personnel can now focus on more strategic business initiatives.**

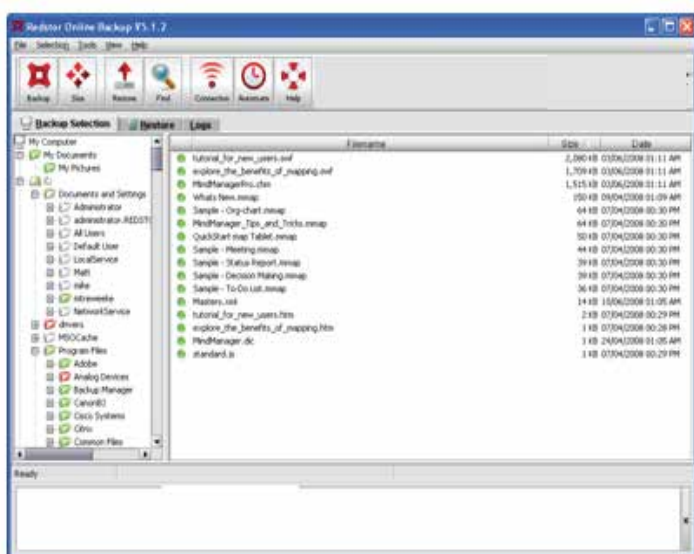
### All your data, automatically, every day

Server Edition provides reliable and secure offsite backups for midsized companies as well as distributed offices of larger enterprises.

### Always online backup

After the initial backup, Secure Online Backup backs up your critical data using our patented technology that copies only the bytes that have changed in your files and databases, using incremental patching. As a result, your backup is always up to date, and this highly efficient process minimises both local and remote server bandwidth utilisation.

Secure Online Backup safely and securely backs up open files and databases like Microsoft Exchange, SQL and SharePoint, Oracle, Sybase and Lotus Domino using API specific plug-ins or VSS technology, if supported by the database.



### Assured off-Site critical data protection

With Secure Online Backup, your data is protected every step of the way. Incorporating the leading security technology available, the service protects your data using 256 bit AES & SSL (SSL\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA) encryption. This means that any sensitive data stored, transmitted or accessed online using the service is protected by 'banklevel plus' security.

Each data centre facility features comprehensive physical security, UPS, emergency backup generators, and fire protection systems.

### Central management

The Storage Platform lets you manage and monitor your entire backup and storage process, including the ability to remotely manage any Backup Client in your environment. While the service automates all back-end functions, you retain complete control of your backup operation by creating business rules and backup policies, checking status, and initiating restore requests.

Secure Online Backup's retrieval technology permits you to select restore operations from a catalogue of all archived file versions. In the event of massive failure, your supplier can deliver your data physically to you on-site via a removable storage device.

### More reliable – more affordable

Secure Online Backup provides a more convenient and reliable backup and retrieval solution. You will also find it more cost effective than traditional tape backup infrastructure.

Consider the total cost of ownership and potential risks of data loss across the entire backup and recovery value chain, including data capture, removal of tapes to an offsite facility, storage in a secure facility, and accurate recovery from tapes. Then consider the cost of hardware, software, and tapes that must be replaced every few years, ongoing maintenance and of off-site tape storage fees, as well as lost employee productivity due to data loss/corruption, employee time required to restore data, and the cost of retrieving tapes.

Business can now eliminate the burden and associated data risk of manual tape-based procedures, saving time and money in the process. In today's business environment, even a few minutes of irrecoverable data, can lead to loss of revenue, customers, and reputation.

#### **Enterprise-wide backup and restore solution**

- Backup support for Windows, Mac, and Linux platforms
- Database agents available for online backup of MS Exchange, MS SQL, MS SharePoint, Oracle, Sybase and Lotus Notes Domino
- Support for open/locked files using MS Volume Shadow Copy Service (VSS) and St. Bernard OFM, including a VSS Database plug-in for VSS enabled applications

#### **High level of security**

- All data transmitted and stored in industry leading encrypted formats
- Firewall support for SOCKS5 and HTTP PROXY

#### **Complete reliability**

- The software is fully automated, eliminating manual user intervention
- Intelligent file selection to automatically protect important files
- Data stored securely off-site in case of a disaster

#### **Saving time and money**

- Allows for remote control from any Internet browser using SE Remote Management
- No purchasing and replacing of tapes
- Remote users can do their own install, setup, backup, and retrieval, thus reducing HO support

#### **Central management**

- File inclusion and exclusion at administrator level to enforce company policy
- Control of users, groups, licenses, and storage from a single management console
- Remote connection to distributed servers: modify, configure and initiate backups and restores
- Email notification of backup results
- Remote servers can securely be incorporated into the company backup policies and procedures
- Enterprise reports available for in-depth reporting

#### **Server edition platform support**

- Microsoft Windows 2000 Server and Microsoft Server 2003 (incl. SBS bundles)
- Mac OS X (from 10.4)
- Linux
- DATABASE AGENT SUPPORT
- Microsoft SQL Server 2005, 2000, 7
- Microsoft Exchange 2007, 2003, 2000
- Exchange 2003, 2000 Single Mailbox Recovery (SMR)
- Microsoft SharePoint 2003 (document/item level restore supported)
- Lotus Domino 7, 6.5, 5
- Sybase ASE 12.5
- Oracle 10g, 9i, 8i
- Open File Manager (OFM)
- HC Online Backup Script plug-in for any other database
- VSS Database plug-in for all VSS enabled databases and applications

## **Do you want to know more about what Healthcare Computing can do for you?**

Visit [healthcarecomputing.co.uk](http://healthcarecomputing.co.uk) for further information or call **0845 0346344** to speak to one of our team members.

## Why Choose Secure Online Backup?

### Progressive

The backup server is able to update files using the daily incrementals. This means every recovery is a full, updated file. The two primary advantages are a reduction in the size of the backup, thereby reducing data transfer and speed of recovery, a direct result of the ability to perform full point in time restores from disk.

This makes the solution suited to data backups and recovery in distributed or networked environments while automation with remote management removes the effort associated with manual and tape based solutions.

### Client overhead

Devices to be backed up need to satisfy criteria in relation to processor, disk space and network in order for the solution to perform optimally

### Outsourced backup solution

Reduces cost with no investment in equipment, software, maintenance and renewals

### Data offsite

For business continuity purposes

### Consolidation

Of the backup for remote and/or branch offices

### Reduction

Of your backup window from hours to minutes

### Quick & easy

Restores of data at the click of a mouse

### Full access

To your data wherever you are from any Internet connection via the web interface

### Full encryption

Utilising 256 bit AES & SSL encryption at source and at data centres

### Automatic backups

Minimises human intervention

### Safe and secure

UK based data centres over 2 sites utilising the latest security access protocols

### No investment in hardware or software

No additional requirements for any hardware and/or software

### No tapes or tape management

No need for backup tapes and worrying about securing these tapes off-site

Healthcare Computing is a specialist provider of NHS IT Infrastructure and Support services, supporting NHS organisations to improve digital maturity and patient care.

With over 20 years' experience of NHS IT we work in partnership with our customers providing specialist NHS IT Services and Solutions to GP practices, CCGs, CSUs & local health economies.

## Find out how Healthcare Computing can make a positive difference to you?

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