



## Cloud Backup for Server Data Protection

*With over 16 Years of experience in cloud backup data protection, and service to thousands of customers worldwide, LiveVault streamlines and reduces the cost and complexity of data protection delivering unparalleled security in the cloud. LiveVault provides 24/7 continuous hands-free automated backups.*

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## Data Protection

LiveVault online backup provides 24/7 continuous hands-free automated backups with retention services up to seven years. Additionally, LiveVault provides a record of tamper free audit trails.

### Data Centers

It doesn't get better than SOC 2, Type II complaint & best rated in the industry Iron Mountain Data Centers. PCI DSS & ISO 27001 complaint.

### Mirrored Vaults

Data is stored in mirrored, geographically separated vaults for rock solid redundant protection of client data.

### Industry compliance, HIPAA & BAA

Businesses that use credit cards are now under pressure to adhere to new government Payment Card Industry Standards, (PCI). LiveVault's data centers meets these standards because of the Iron Mountain Data Centers SOC 2, Type II ranking. FERPA, HIPAA, GLBA, Sarbanes-Oxley complaint. Additionally, Remote Data Backups will sign a Business Associate Agreement.

### Data Center Integrity Process

LiveVault uses proprietary steps to validate data integrity before the data is written to the vault's disks. LiveVault's technology organizes the data in the vaults cataloging & indexing the data blocks. Four checks are implemented to ensure consistency of stored data in the vaults. These checks are completed daily, bi-weekly and monthly. Emails of missed or incomplete backups are identified, generated & sent automatically to customers.

### Security

256-bit AES Encryption with option to escrow password at the data center or keep passwords private for compliance. Data is encrypted in transit and at rest.

### Automated

Continuous backup protects your data as it is encrypted and sent every 15 minutes to both data centers. Only changes and file updates are backed-up every 15 minutes verses entire data sets being backed up, which has a major impact on the network. Getting started is easy. Use our "signup now" button to create your account and get protected right away. There is no need for additional plugins or expensive middleware.

### Supported Servers: Virtual & Physical

LiveVault now supports VMware as well as Hyper-V. The following VM platforms are now supported by LiveVault:

- Microsoft Hyper-V Server 2008 R2, 2012 R2, & 2016 host level support
- VMware vSphere & VMware VADP & CBT

### Versatility

- Incremental backups create less pressure on bandwidth.
- Open file backup & support is available across numerous platforms & applications including Windows, Mac, UNIX, Linux, Microsoft Exchange, SQL, Hyper-V, Oracle & VMWare.
- Continuous, near real-time protection of existing files and files that are being created or edited.
- Backup & recover from anywhere in the world with an internet connection using your Web Portal Management tool from LiveVault.
- Sophisticated Network Administrator controls for rule-based settings and user restrictions. For example, a user can be made "read only" status.
- Send full access or read only email alerts to multiple email addresses.

### Support

Receive 24/7 always included USA based support from top level LiveVault techs. Techs can remote-in with permission when needed.

### Pricing

Pricing is based on selected data being backed up within your environment. Incremental "delta block" deduplication technology drastically reduces storage cost & uses less bandwidth. Pay only for changes and additions to files since the last backup. LiveVault is billed month-to-month without long-term commitments.



## TurboRestore Appliance

### Speeds

**\*Example of a recovery speed *without* the TurboRestore Appliance:** The maximum rate of data recovery is **1 GB/hr** when using a T1 internet connection with a compression ratio of 2:1.

**\*Example of a recovery speed *with* the TurboRestore Appliance:** The maximum rate of data recovery speed is **30 to 60 GB/hr** using the above compression ratio with a T1 internet connection.

### Benefits

LiveVault backup includes the TurboRestore Appliance software (TRA). The TurboRestore Appliance software provides 8 main benefits.

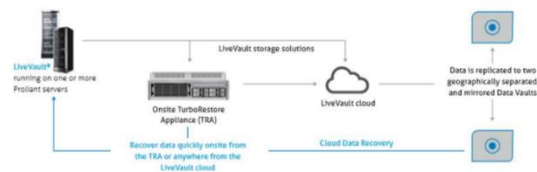
1. Lightning fast over the network restores without impacting bandwidth
2. A copy of a recent backup is available onsite locally.
3. A restore can occur simultaneously while LiveVault backs-up newly created data.
4. Choose to back up the TRA to the data vaults in the evening or throughout the day.
5. Flexible scheduling. Choose to stagger the backup schedule of the TRA and LiveVault so as to lessen impact on bandwidth during busy times.
6. One TurboRestore Appliance can provide protection and backup to many servers. The data is encrypted and compresses onsite just like at the data centers.
7. Turnkey. Automated functionality with no need for maintenance.
8. Bring your TurboRestore with you during an evacuation or natural disaster.

### Flexibility

LiveVaults' Turbo Restore Appliance software (onsite TRA) is perfect for quick restores over the network. For example, when bandwidth is an

## LiveVault

### TurboRestore Appliance Deployment Model



issue, the TurboRestore Appliance can act as a buffer. Data can be backed-up to the TurboRestore Appliance locally during the day to reduce impact on bandwidth if needed. And, the TRA can transmit to the data center during the evening when bandwidth speeds are greater. This also allows for very quick restores as fast as your local network speeds permit. These restores can be performed on very large amounts of data without using any bandwidth. This is because the TurboRestore Appliance is local and on the network. These restores can be done by the TRA simultaneously while LiveVault continues to run in the background backing up any newly created data.

The TurboRestore Appliance can be used on any or all of your servers and locations. Depending on your hardware storage capacity, the TRA can accommodate your recent backup and/or multiple weeks of data that you wish to store onsite. LiveVault will perform restores from the nearest data vault location.

### Hardware

LiveVaults' Turbo Restore Hardware works with existing hardware. The TRA software runs on any current Windows Operating System.

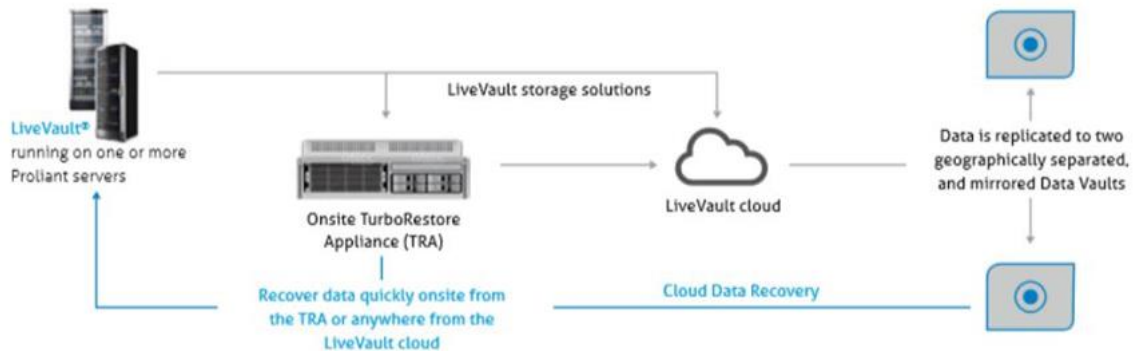
### Support

Call upon Remote Data Backups USA-based 24/7 support team to help with technical issues. 1.866.722.2587.



# LiveVault

## TurboRestore Appliance Deployment Model



## LiveVault Hybrid Backup Options

Hybrid backup means that the backup exists both onsite & offsite. There are some valid uses for onsite hardware as it pertains to backup. Hardware used alone as a backup strategy has the highest failure rate resulting in nearly 40% of data loss scenarios. Onsite backups no longer work because ransomware will encrypt that data too. Malicious encrypted backups on your hardware do you no good. Combining offsite and onsite backup strategies can however be used as a method to offset slow bandwidth functioning.

- Instead of relying on slow bandwidth speeds during a recovery, an onsite appliance can offer a quick and easy recovery tool.
- When bandwidth is an issue, a local device can store the data during the day and transmit to the data center at night when speeds are faster.
- If the entire site location is lost affecting your onsite device, the data is still safe at the data center.

**NAS Device :** LiveVault can back up a local *Network Attached Storage* device using Common Internet File System, CIFS collector.

### Need more product and no-cost trial information?

- <http://www.remotedatabackups.com>  
Steve Walker  
[steven@rdbu.com](mailto:steven@rdbu.com)  
Business Development  
850.326.4645

Josh Smith  
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CFIO & Senior Technician  
866.722-2587



## Case study

# Morgan County achieves dramatic 7-year retention with LiveVault

LiveVault and trusted Partner, RDBU, provide “better together” disaster recovery solution

**Industry**

County government

**Objective**

Provide onsite and offsite storage and disaster recovery for legally required 7-year timeframe on SQL server

**Approach**

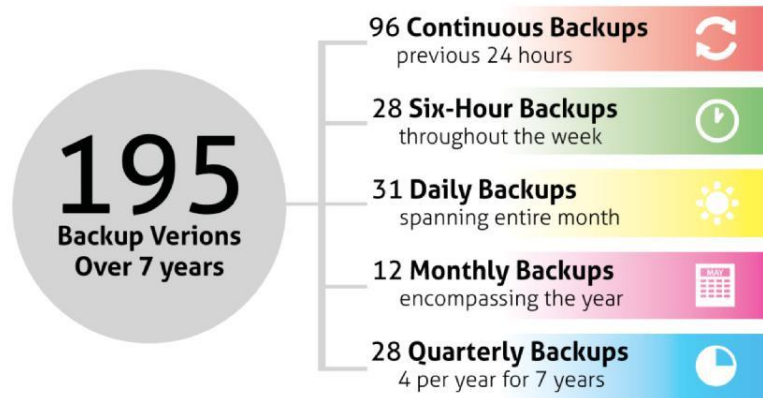
Engage LiveVault Partner RDBU to provide cloud-based managed services as well as onsite storage

**IT matters**

- LiveVault’s cloud storage provides 7 years of retention
- LiveVault provides up to 195 versions
- Greatly reduced restore time leverages IT and user productivity
- No need to maintain decommissioned servers to restore old data

**Business matters**

- Total Cost of Ownership dramatically lower than other vendors
- Satisfies onsite/offsite and 7-year legal storage requirements
- Partner managed service provides offsite mirrored disaster recovery



**“Remote Data Backups, a LiveVault specialist partner, presented the only disaster recovery solution that supported 7-year retention. The closest any other vendor could come was 30-day retention. RDBU proved to us that is the only solution which can provide incremental daily restores on SQL, a claim the competition made, but couldn’t support. Considering the benefits of SQL incremental versioning support and 7-year retention, it was a no contest choice.”**

– Karol Kopetzky, Information Systems manager, Morgan County Government

Morgan County Government, based in Fort Morgan, Colorado, needed an automated onsite and offsite disaster recovery and backup storage solution to comply with 7-year archiving regulations for its SQL database. The County chose LiveVault’s solution from Remote Data Backups (RDBU), a trusted Partner and Managed Service Provider, due to its 7-year retention archiving ability and low cost per gigabyte of storage pricing (per month of cloud backup).



## LiveVault and RDBU managed services secure governmental data

Morgan County, formed in 1989, measures 36 square miles, and is the kind of place you might wish you came from. Fort Morgan is the seat of the Morgan County Government with a population of 11,034. Glenn Miller grew up there. Kids love the antique locomotive on the main street. But even the most peaceful of towns has its share of IT problems. Not usually in tornado territory, a tornado came close enough to expose the need for a remote disaster recovery and archiving system.

Saddled with an old technology tape storage system and no offsite disaster recovery solution, Karol Kopetzky, Information Systems manager, Morgan County Government, and her IT staff decided to go out to bid to remedy the situation. At first response, it appeared there was a wealth of solutions to consider. But the responses were sidestepping some of the requirements, specifically 7-year retention.

One of the benefits of working with LiveVault, is its broad portfolio of hardware and software solutions, coupled with a plethora of LiveVault Expert Partners that ensure a best fit solution. LiveVault coordinated a full business analysis of the Morgan County RFP, and recommended a very powerful “better together” solution. LiveVault decided that bringing in Remote Data Backups (RDBU), its trusted partner and expert Managed Service Provider for LiveVault storage solutions, would provide Morgan County with the best solution to fulfill its SQL-based 7-year retention requirements. Once engaged, RDBU jumped right in and proposed a storage solution consisting of its LiveVault cloud-based backup managed service (for offsite recovery), and LiveVault’s TurboRestore Appliance (for onsite storage and recovery).

“Remote Data Backups, a LiveVault specialist partner, presented the only disaster recovery solution that supported 7-year retention,” recalls Kopetzky. “The closest any other vendor could come was 30-day retention. RDBU proved to us that LiveVault is the only solution that can provide incremental daily restores on SQL, a claim the competition made, but

couldn’t support. Considering the benefits of SQL incremental versioning support and 7-year retention, it was a no contest choice.”

Although the solution looked solid, Kopetzky didn’t take anything for granted. She carried out responsible due-diligence and checked up on existing RDBU customers to make sure the solution worked in the real world.

“When you have a limited budget in a small county like ours, you can’t afford to make any mistakes,” admits Kopetzky. “You get one shot. RDBU customers were universally satisfied with the company’s integrity, quality of solution, and results achieved. That has also been my personal experience with RDBU since day one.”

RDBU dedicated resources to helping Kopetzky with the implementation, which was fully deployed in May, 2014. During the first few weeks, after going live, she checked in frequently, to monitor efficacy, and found that the RDBU staff was very responsive and the solution operated exactly as advertised.

“RDBU impressed me with its LiveVault and storage expertise,” she expands. “They took the time to understand our business functions and schedules and are very proactive. It was one of the more simple installations I’ve dealt with, and we’ve never had a single problem.”

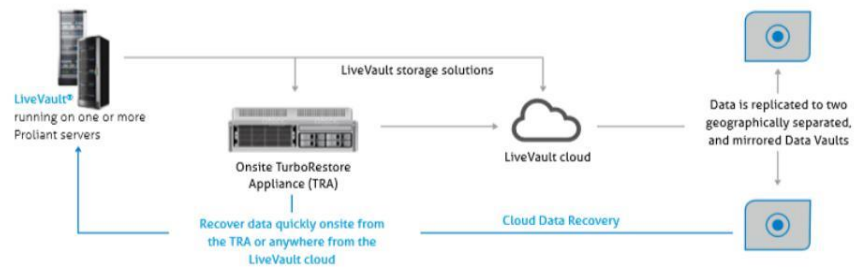
## Backing up in the old days

Prior to deploying its new LiveVault storage and recovery solution, Kopetzky’s staff relied on a tape library backup, which was time-consuming and required storing and maintaining decommissioned servers (for restore continuity). If a server with financial data was retired due to obsolescence, the IT staff had to keep it and its tape drives handy for seven years. If, for example, critical financial data was needed from six years back, the old server platform would have to be reinstalled, rebooted, and the data restored from tape. In addition, the only disaster recovery in place consisted of tapes stored in a safety deposit in the local bank. Having the stored tapes located so near, left the data vulnerable to a local disaster.



# LiveVault

## TurboRestore Appliance Deployment Model



Thanks to RDBU and its managed service offerings, all that is now ancient history. RDBU currently provides the Morgan County Government a complete, hands-free, managed service, using LiveVault, for the entire 7-year legal life of its data. The LiveVault solution encrypts and securely transmits County information to two highly secured, ISO 27001 certified, mirrored, geographically separated LiveVault-operated data center facilities, ensuring that mission critical data is readily available, anytime, with U.S. based 24/7 technical support from RDBU.

**“LiveVault, in concert with j2’s broad portfolio of storage solutions, allows RDBU to offer increasing value to our customers while making the adoption of leading-edge technology simple and seamless.”**

– Dan Dugal, CEO, Remote Data Backups

“Providing we didn’t have to stand up a decommissioned server, it would have taken us about 30 minutes to restore a file with our old tape library, much longer if we had to reboot an ancient server,”

explains Kopetzky. “Now the whole restore process is so quick that sometimes I don’t even think that it’s done, but it is. Restoring a 500 MB database took only seconds. Our IT time-savings result in a significant productivity gain for my staff.”

By law, government regulations demand up to 7 years of data storage imposing stiff penalties for those who cannot comply. LiveVault is designed to address these long-term storage regulations by offering predictable costs with 7-year retention and continuous offsite backup. Remote Data Backups, a LiveVault Partner and Managed Service Provider specializing in storage for small, medium, and enterprise-sized companies has supported the LiveVault platform since 2001.

“LiveVault, in concert with j2’s broad portfolio of storage solutions, allows RDBU to offer increasing value to our customers while making the adoption of leading-edge technology simple and seamless,” says Dan Dugal, CEO, Remote Data Backups. “LiveVault boasts best-in-class data protection and deduplication technology, which maximizes data protection onsite, offsite, and in virtualized environments. Our LiveVault Managed Service, combined with LiveVault ease-of-use, leverages the IT staff’s ability to spend more time on critical issues, instead of chasing after data hidden somewhere on a tape in the bank.”

Case study | Morgan County

## Customer at a glance

### Application

Utilize Managed Service Provider (RDBU) and LiveVault storage solution to provide required onsite and offsite disaster recovery

### Hardware

- LiveVault
- LiveVault TurboRestore Appliance

### Software

- SQL
- Windows Server® 2008 R2

### LiveVault services

- 24/7 support from RDBU

### LiveVault Partner and Managed Service Provider

Remote Data Backups (RDBU)  
(970) 420-3744

[support@rdbu.com](mailto:support@rdbu.com)  
[remotedatabackups.com](http://remotedatabackups.com)



## LiveVault storage solutions save IT time and restore peace of mind

Even though LiveVault provides the unique ability to provide 7-year data retention, regulations mandate that Morgan County have both onsite and offsite recovery capability, as well. For onsite compliance, RDBU implemented LiveVault TurboRestore Appliance, for storage, replication and recovery.

The automated reliability, the flexibility, and the ease-of-use of the new LiveVault storage solution enables Kopetzky to deliver restore services at a granularity and speed previously unavailable to grateful government employees. Whether onsite, or offsite, she can now easily restore up to 195 versions of data spanning 7 years for the County's Finance Department SQL database, on demand.

"With our LiveVault solution, we find ourselves restoring more than ever before, and have a lot of happy users because of it," she notes. "A user accidentally wrote over a file needed for an impending key meeting, and we just dialed up her previous version and restored it. It's a good example of how our new system helps increase both IT and end-user productivity. We now restore peace of mind, as well as data."

Anything that saves time for the IT department is worth its weight in gold, according to Kopetzky. She and only three other IT professionals are responsible for all the County departments and must service eight separate facilities located throughout Fort Morgan. Whereas restoring a server from a tape library took two days previously, with the new LiveVault storage solution it takes under two hours. Kopetzky cites a power outage that took the previous tape backup offline for its regular weekend backup. The first order of business on the next Monday was to run last week's backup and bring it up to date, in her "spare" time.

"With our LiveVault solution, we find ourselves restoring more than ever before, and have a lot of happy users because of it."

– Karol Kopetzky, Information Systems manager,  
Morgan County Government

"It took us two working days to get the system current again and we had to do this while also accomplishing all our regular daily tasks," she concludes. "Restoring data from our tape library was a slow and daunting process. I wish we had this system in a long time ago. I can't express how happy we've been with this system and RDBU's expertise. I've recommended its many benefits already to our school district."

## LiveVault is now part of KeepItSafe, Inc., a j2 Global® company.

### About j2 Global

j2 Global, Inc. (NASDAQ: JCOM), is a leading provider of cloud services, helping improve business performance and efficiency for LiveVault customers and over 12 million customers worldwide. In addition to data protection and recovery, our growing family of brands provides essential business tools such as endpoint backup, unified communications, hosted email services, email marketing, online faxing, and virtual phone systems. j2 Global's network spans 49 countries over 6 continents. For more information about j2 Global, please visit [www.j2global.com](http://www.j2global.com).

### Learn more at

[www.onlinebackup.com](http://www.onlinebackup.com)

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