

# masterStore Solution



Would you have trouble sleeping at night not knowing if your mission critical data is protected? Did you know that 90% of businesses that lose operational data go out of business within two years.\* masterStore is the market-leading remote data back-up, storage, and disaster recovery software service that protects and quickly restores all of your mission-critical information whether the data resides on laptops, desktops or servers.

## Loved by Clients

Clients know that data back-up and storage is critical to their business, but most lack a reliable solution to protect their data should a disaster occur. And if they have a solution, it probably involves manual routines that cost the company too much time and money. masterStore provides automated and secure remote data back-up, storage and recovery in the event of data loss. Clients love masterStore for its ability to quickly restore lost files, applications, documents and critical data, saving their businesses time, money and potentially serious damage to the business.

## Depended on by Executives

Executives need assurance that in the case of a disaster, lost files, documents and critical data are protected from potential business disruption and long-term damage that lost data can cause, such as seriously damaging their business operations and jeopardizing regulatory compliance, i.e. SOX, HIPAA, GLB. masterStore gives executives the peace of mind they need; they know that no matter what happens their corporate data is safe. masterStore's sophisticated back-up capability takes only the daily changes, compresses the data, and eliminates common files. This dramatically saves on restore time and reduces costs. masterStore is a software solution that eliminates the need for high-cost resources, on-site servers and other hardware, making it the most cost-effective and reliable remote data back-up, storage and disaster recovery solution available today.

## Simple and Seamless Integration

- **Agentless Simplicity:** Client software is installed on only one node at the customers' premises, whether they have one PC or hundreds of different ones in multiple locations throughout the network. One piece of software, one-node installation. Deployment, diagnosis and maintenance are easy and fast.
- **No infrastructure requirements:** Eliminates costly storage facilities, back-up systems and air-conditioned rooms.

Traditional	masterStore
Manual, time consuming back-up procedures	Automatic, scheduled back-ups
Ineffective use of IT resources, or no resources at all	Centralized storage and management
Costly tapes/replacements	Back-up to disks
Off-site storage transportation (trucks, couriers)	Secure and fast data transfer offsite
Cost based on number of software licenses with agents (one required for each machine protected)	Storage cost based on total storage capacity used and not the number of machines protected (agentless)
Slow and lengthy process to restore lost data	Faster recovery time in the event of lost data

## Always Available Secure Service

- **Advanced Security Features:** Authentication and strong encryption provide the peace of mind customers want and expect to meet compliance requirements.
- **Self-Healing / Autonomous Architecture:** Ensures the managed back-up/restore service is always available to customers.
- **Secure Facilities:** Customer data is stored in a real Vault protected behind a physical firewall and guarded 24 hours a day, seven days a week with on-site personnel and video surveillance to keep customers' data secure at all times.
- **Redundant Physical Locations:** Customer data is maintained in both a primary data center and a secondary remote data center ensuring that customer data is safe in the unlikely event that a back-up facility is affected by an emergency.



*Our national datacenters are located throughout the United States for maximum protection of your most critical data*

\* British Chamber of Commerce BCC study, 2006

The masterIT Service Portfolio		masterServe	masterCare	masterAssist	Optional
<b>Remote Monitoring</b>	Our state-of-the-art, remote monitoring system (Network Operating Center and Co-located facilities) lets us know about problems with your network environment before they affect you.	●	●	●	●
<b>Remote Management</b>	Our best-in-class management system allows our engineers to take control of network devices and perform remote fixes that allows remediation in approximately 75% of incidents.	●	●		
<b>Reporting</b>	Our automated systems will generate reports on items that threaten the performance, security, or integrity of your network environment.	●	●	●	●
<b>Spy / Virus Protection</b>	We install and maintain anti-spy and virus software on all covered PC's, ensuring immediate detection and prevention to keep you up to date and always protected from the ever-growing threat of intrusion.	●	●		●
<b>Anti-Spam</b>	We filter all incoming email messages, virtually eliminating unwanted ones before they arrive keeping your mailbox uncluttered by unwelcome and malicious visitors.	●	●		●
<b>Wellness Visits</b>	Our dedicated Technology Consultant will deliver and review with you a monthly update on the health of your network, including a history of incidents, results, up-time and proactive maintenance to give a detailed account of all activities.	●			●
<b>Service Desk</b>	Our service desk responds and acts on alerts, issues, and customer inquiries regarding the covered components of their masterIT contract.	●			●
<b>Help Desk</b>	Our Help Desk services personnel respond to client inquiries and issues related to day-to-day IT functions. (Examples: "I can't print" or "how do you setup Outlook?")	●	●		●
<b>Patch Management</b>	Major software providers like Microsoft release updates almost daily as patches. Our systems check network devices for the latest patches that provide details to automatically deploy the updates - allowing clients to run the most current and secure versions.	●	●		
<b>Asset Reporting</b>	Our automated tools daily scan your network to produce a list of your hardware and software, keeping track of what you have and notifying us if something changes - a valuable tool for current assessment and future planning.	●			
<b>Preventative Maintenance</b>	Preventive maintenance is the best method we've found for decreasing downtime and keeping security tight. This is provided on a monthly or quarterly basis depending on the solution you purchase.	●			●
<b>Virtual CIO</b>	Our dedicated "Virtual CIO" will visit with you to discuss issues based on the data collected from your environment and provide customized recommendations on how to plan for the future. We can act as the technical seat in your senior management team.	●			●
<b>Hardware-As-A-Service (Haas)</b>	Offered as an option for all of our Solutions, we can supply, configure and refresh the hardware on your network in regular cycles that ensure always up to date equipment and remove the hassle of buying and disposing of it.	●			●
<b>Off-Site Storage</b>	We back up your critical data remotely and automatically, removing the "human" element, or the potential for error, lost data, or security breaches, ensuring your peace of mind in protecting and restoring vital information. Our national data centers are SAS-70 and HIPPA compliant.	●	●		●
<b>Internet Access</b>	As an Internet Service Provider, we provide a connection (T1 or DSL) and monitor connectivity 24 x 7.		●		●
<b>Hosted Exchange</b>	We provide shared contacts, calendars, and instant access to your email from any computer through Microsoft's Exchange Hosted Solution to remove the hassle and cost of managing your own server.		●		●
<b>Web and Email Hosting</b>	We provide design, development and hosting of your company web site and provide e-mail hosting for your domain.				●
<b>Projects</b>	We manage a variety of projects from concept through delivery including network design, product procurement, upgrades, proprietary HW and SW implementation, WAN/LAN and VPN integration.				●
<b>Relocations</b>	Our experts consult with you for the most efficient relocation of your computer and phone systems as well as voice and data networks to ensure a minimum of interruption.				●
<b>Cabling</b>	With over 100 years of combined cabling experience, our professional certified cable installers will customize a quote to meet your needs.				●
<b>Phone Systems</b>	Whether it be for business lines, PRI, or VoIP - we provide phone systems and peripherals.				●
<b>Co-Location</b>	We provide rack space and a secure connection between your server and locations from our secure, multiple power, redundant internet facility.				●
<b>Product Procurement</b>	We do the leg work for you configuring and ordering servers, PC's, software, routers, switches, printers, peripherals from tier 1 manufacturers including Dell, Microsoft, HP, IBM, Cisco, 3Com, Watchguard, Sonic Wall and more.				●
<b>Network Design</b>	Our Solutions Architect will design your network to meet your current needs and future growth, including cabling, connectivity and infrastructure.				●
<b>Block Times</b>	We provide reduced-rate blocks of hours delivered by our MCSE and CCNA certified engineers to respond to incidents.				●