



Managed ICT Services & Solutions

## Cloud Backup

A product description by Adept

**Email** [support@adept.co.za](mailto:support@adept.co.za)  
**Tel** +27 (0)21 888 6500  
**Fax** +27 (0)21 888 6600

DataVoice House, 16 Elektron Avenue  
Techno Park, Stellenbosch, 7600  
[www.adept.co.za](http://www.adept.co.za)

**Adept Internet (Pty) Ltd.**  
Directors: J. Pietersen, G. le Grange  
Reg. 1984/001310/07

## Product Overview

Adept's newly-evolved service offerings now include a formidable cloud backup solution to fit individual as well as professional needs.

With an easy-to-use intuitive interface, the application makes file backup and recovery a simple and effective process. The range of available plugins for server devices provides additional functionality for a comprehensive backup experience.

The application seamlessly integrates your desktop or server data with our cloud environment, providing a secure off-site backup of user-selected files, giving you peace of mind over your data's safety. Further to this, users have the advantage of knowing their data is fully encrypted and solely accessible by them.

The Cloud Backup solution eliminates the need for dedicated backup infrastructure and skills, minimising operational costs as well as mitigating risks. Unlike typical cloud storage, it allows for file versioning, as well as restoration in the case of corruption or accidental deletion.

## Key Features and Advantages

Feature	Core Advantages
<b>Flexible backups</b>	<ul style="list-style-type: none"><li>• File-based: choose precisely what and when to back up</li><li>• User-managed: individuals have the say on all backup options</li><li>• Fully automated: once desired options are set, user input requirement is minimal</li><li>• De-duplication technology keeps backup sizes to a minimum</li></ul>
<b>Familiar directory-style user interface</b>	<ul style="list-style-type: none"><li>• Intuitive menus</li><li>• Extremely simple to navigate</li><li>• Allows full user control</li></ul>
<b>Direct restoration process</b>	<ul style="list-style-type: none"><li>• Easy restore process: select and go</li><li>• Quick restores with local cache enabled</li><li>• Full version control as part of the restore functions</li></ul>
<b>Advanced preferences</b>	<ul style="list-style-type: none"><li>• Choose desired file compression settings to suit your system's abilities</li><li>• Manage file type exclusions to fine-control backup size</li><li>• Select backup speeds to balance connectivity requirements</li><li>• Back up different data sets for different backup profiles, e.g. daily or weekly (server editions only)</li></ul>
<b>Logging and notifications</b>	<ul style="list-style-type: none"><li>• Taskbar access for current status monitoring</li><li>• Customisable email notifications of backup activities (plugin required)</li></ul>
<b>Security</b>	<ul style="list-style-type: none"><li>• Backup data encrypted with 256-bit AES GCM technology</li><li>• Backups are secured off-site</li></ul>

## Additional Information

Clients will be required to have Internet breakout in order to utilise the Cloud Backup services. An installation of the software client needs to be installed locally on all devices (laptops, desktops and servers) requiring backup. Adept does provide an option for assisted installation.

Supported operating systems include MS Windows, MacOS and various Linux distributions.

All users will have complete control over the data selected for backup and restoration, as well as for setting and maintaining backup schedules. Adept does not have access to client's data and therefore cannot guarantee data fidelity.

All standard packages are a month-to-month service, and data packages cannot be stacked as they are per-device packages. Custom solutions will be contract-based.

The table below contains descriptions for the plugins available with the Server edition of the Cloud Backup client:

Plugin	Description
<b>Email Notification</b>	<ul style="list-style-type: none"><li>• Receive email notifications on backup activity</li><li>• Configure notifications to specific email addresses</li><li>• Set up notifications based on backup status</li><li>• Specify level of notification information</li></ul>
<b>MS SQL Server</b>	<ul style="list-style-type: none"><li>• Back up individual MS SQL tables or file groups</li><li>• Allows for varied MS SQL backup mechanisms</li><li>• Ability to restore to another MS SQL server</li><li>• The restore also provides "rollback" functionality</li></ul>
<b>Script</b>	<ul style="list-style-type: none"><li>• Enables execution of scripts and batch files during backup process</li><li>• Allows actions on data prior to, during and after backup process</li></ul>
<b>System State</b>	<ul style="list-style-type: none"><li>• Allows for backups of Windows system states (OS dependent; requires Windows Server backup features)</li></ul>
<b>VSS (MS Volume Shadow Copy Service)</b>	<ul style="list-style-type: none"><li>• Enables backups of open files of VSS-enabled databases</li><li>• Supported applications include MS Exchange, MS SQL, Hyper-V</li></ul>

## Standard Terms and Conditions

1. Terms and conditions apply and the services are governed by the Acceptable Use Policy, as detailed at <http://www.adept.co.za/about/legal>
2. Pricing is subject to change without notice
3. Prices exclude VAT.
4. Any support will be billed at standard rates
5. Standard month-to-month cancellation clauses apply
6. Adept maintains no responsibility for the selection of data to be backed up, any associated backup schedules or data restorations
7. All information contained herein is to be regarded as highly confidential and may not be disclosed to any third party without the prior written authorization from Adept Internet (Pty) Ltd.

## Company Profile

Adept Internet was launched in January 1996 in Stellenbosch, and is today one of the oldest independent Internet Service Providers (ISPs) in South Africa. To be Adept is to be proficient and expertly accomplished. This is what we strive for and have achieved in all our services.

We cater for a vast variety of service needs. Our client base is broad and diverse, with customers based across the country. To them, we offer superlative services and products that we ourselves have complete confidence in, at all levels of information technology.

Many of our solutions are tailor-made, in order to perfectly suit each client's individual requirements. We thus ensure that our approach is personal and conforms to exactly what is needed in order to be successful.

## Service Description and Pricing

### Cloud Backup for desktops and laptops (excl. Linux distributions)\*

Description	Monthly Costs (per user)
Cloud Backup - 5GB	R 35.00
Cloud Backup - 10GB	R 60.00
Cloud Backup - 25GB	R 135.00
Cloud Backup - 50GB	R 255.00
Cloud Backup - 100GB	R 495.00
Cloud Backup - 250GB	R 1,215.00
Cloud Backup - 250GB+	POA; please contact our Solutions Architects for a custom quotation

\*Linux devices are automatically categorised as servers

### Cloud Backup for servers

Description	Monthly Costs (per user)
Cloud Backup - 10GB	R 420.00
Cloud Backup - 25GB	R 490.00
Cloud Backup - 50GB	R 610.00
Cloud Backup - 100GB	R 850.00
Cloud Backup - 250GB	R 1,570.00
Cloud Backup - 500GB	R 2,770.00
Cloud Backup - 500GB+	POA; please contact our Solutions Architects for a custom quotation

### Plugins (only available for server editions)

Description	Costs
Email Notification Plugin	Included at no charge
MS SQL Server Plugin	Monthly amount of R 125.00
Script Plugin	Monthly amount of R 125.00
System State Plugin	Included at no charge
VSS Plugin	Monthly amount of R 125.00

### Assisted Installation

Description	Costs
Assisted Desktop Installation - up to 1 hour	Once-off amount of R 435.00
Assisted Server Installation - up to 1 hour	Once-off amount of R 530.00
Assisted Plugin Installation - up to 1 hour	Once-off amount of R 530.00