



Managed ICT Services & Solutions

Cloud Backup

A product description by Adept

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

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

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 was launched in January 1996 in Stellenbosch, and is today one of the oldest independent ICT providers 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)	Quantity
Cloud Backup - 5GB	R 39.00	
Cloud Backup - 10GB	R 69.00	
Cloud Backup - 25GB	R 149.00	
Cloud Backup - 50GB	R 285.00	
Cloud Backup - 100GB	R 545.00	
Cloud Backup - 250GB	R 1,339.00	
Cloud Backup - 250GB+	POA; please contact us for a custom quotation	

*Linux devices are automatically categorised as servers

Cloud Backup for servers

Description	Monthly Costs (per user)	Quantity
Cloud Backup - 10GB	R 465.00	
Cloud Backup - 25GB	R 539.00	
Cloud Backup - 50GB	R 675.00	
Cloud Backup - 100GB	R 935.00	
Cloud Backup - 250GB	R 1,729.00	
Cloud Backup - 500GB	R 3,049.00	
Cloud Backup - 500GB+	POA; please contact us for a custom quotation	

Plugins (only available for server editions)

Description	Costs	Quantity
Email Notification Plugin	Included at no charge	
MS SQL Server Plugin	Monthly amount of R 140.00	
Script Plugin	Monthly amount of R 140.00	
System State Plugin	Included at no charge	
VSS Plugin	Monthly amount of R 140.00	

Assisted Installation

Description	Costs	Quantity
Assisted Desktop Installation (per desktop/laptop, up to 1 hour)	Once-off amount of R 435.00	
Assisted Server Installation (per server, 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	

Acceptance of Pricing

Signature	Name (print)	Designation	Date

Payment Particulars

(For new clients only; existing Adept clients signing up to the service need only provide their client number when submitting the signed acceptance on the previous page)

Personal Details

Company Trading Name		Registration Number	
Company Registered Name		VAT Number	
Title	First Names	Last Name	
ID Number	Email Address		
Tel Work	Street Address		
Tel Home			Code
Fax	Postal Address		
Cellular			Code

Billing

Account Holder				ID Number / Company Reg. No.			
Bank:			Branch:			Branch code:	
Cheque	Savings	Transmission	Other:	Visa	Mastercard	CVV:	Exp. date:
Account number							
<p>TERMS AND CONDITIONS: The Customer hereby orders from Adept the services described above for the specified term in this service application form. This application, together with Adept Internet's standard Terms and Conditions available on http://www.adept.co.za form a valid contract. The Subscriber shall be entitled to terminate this Agreement upon 1 calendar month written notice, provided that such notice may only be given so as to expire at the end of the initial period, or of any subsequent fixed periods. This agreement shall renew for further periods equal to the initial period, unless terminated in accordance with the provisions of this Agreement. With the above account details I/we authorise Adept to draw the amounts necessary to cover the monthly and arrears charges for all services rendered included in this and other service applications and service adjustments made from time to time as per customers request. The customer has read and agrees to be bound by the terms and conditions of this application and Adept Internet's Terms and Conditions available on http://www.adept.co.za. All amounts include VAT</p>							
Initial Term:	Monthly	6 months	12 months	24 months	36 months		
Initial Charge R			Monthly Charge R			Annual Charge R	
Authorised Signature				Date			

*RICA compliancy requires that personal clients attach a copy of their ID and proof of address, and companies are required to include proof of address, a copy of the business registration documentation, and a copy of at least one Director's ID.