



## Online Backup Service Provider - Comparison Analysis Worksheet

Description	Dr.Backup	Vendor X	Notes
<b>Service Overview</b>			
Company reliability - stable and continuous operation	✓		Since 2001-50,000+ backups/month
Specialized in the needs of small-mid sized businesses	✓		Only services businesses
100% Customer Satisfaction Guarantee	✓		Money-back guarantee
Published service packages with generous storage allotments	✓		Check out data warehouse offerings
Charges based on COMPRESSED server storage	✓		
Pooled storage across sub-accounts	✓		\$5/subaccount per month
Predictable monthly billing via major credit card	✓		No surprises – fixed bill
Discount for Annual prepayment	✓		
30-day grace period on storage overdrafts	✓		Backups keep working if we grow ☺
<b>Management Reporting</b>			
User notification of completed backup via email	✓		
System administrator/consultant notification of completed backup	✓		
Detailed log of all files backed up during session and exceptions detected	✓		Helps spot problems early
Weekly disk usage summary report via web or email	✓		
Audited list of all files currently held online sorted by size	✓		Spreadsheet format
Notification of missed backups	✓		They've got our backs!
<b>Customer Support Services</b>			
Highly-trained support technicians - no offshore call center	✓		They do a great job
Support via phone, email, web or chat	✓		
Securely "remote" into your computer to fix problems – while you watch	✓		Issues resolved quickly
Assisted software installation, configuration and troubleshooting	✓		
Assisted data file selection for common applications	✓		
On-call for emergency restore assistance 24/7	✓		
<b>Backup Features</b>			
Full-featured Windows client software	✓		Mature - V11 released in June 2010
Support for Windows 2000, XP, 2003, Vista, 2008 Server and Windows 7	✓		32 and 64-bit support + servers
Built-in scheduler to automate backups	✓		
Full, incremental or differential modes of operation	✓		
File explorer interface to include or exclude selections	✓		
Dynamic file scan with wildcard selection using file extension	✓		



Unlimited number of individually named/scheduled backup jobs	✓		
Co-exists with local (tape) backup systems (modified date/time selection)	✓		Use in addition to SBS backup
Built-in diagnostic test tool to help detect firewall/transmission issues	✓		
<b>Advanced Backup Features</b>			
Fully user-selectable retention settings (by backup set)	✓		
Keep last version of file indefinitely – even if deleted from local disk	✓		Key feature, unique to Dr.B
Bit-differential backup mode (Bitbackup) for faster incremental backups	✓		
Locked/Open File backup using disk snapshot technology	✓		Closed file always preferred
Live Microsoft SQL database backup	✓		Backup large databases
Supports file sizes up to 4 GB (default) – You can specify your own limit	✓		
Scalable to 1,000,000,000 individual files	✓		
Mapped drive support / Network Attached Storage (NAS)	✓		
“Green” option to shutdown computer after backup	✓		Nice touch
Local disk mirroring to USB or NAS device for ultra-fast restores	✓		Offsite & local data backup all-in-one
Option for initial bulk backup to portable disk drive (ship to datacenter)	✓		May cost extra
System state and Active Directory backup for servers	✓		
<b>Security Features</b>			
User selected (or random-generated) encryption key	✓		
All data fully encrypted prior to transmission over Internet	✓		
Selectable encryption algorithms, default is Blowfish (448-bit)	✓		
Printable security certificate of encryption key for safe-deposit box storage	✓		
Compliant with HIPAA security requirements	✓		Good for Dr’s offices
Service technicians cannot read your data without key	✓		
<b>Restore Features</b>			
24/7 unassisted restore via Windows client	✓		
Individual file/folder restore	✓		
Restore individual backup sets	✓		
Restore by wildcard mask	✓		
Restore to alternate location on disk by default	✓		
<b>Advanced Restore Features</b>			
Point in time restore with selectable date ranges	✓		Critical for financial systems
Bulk restore and download via Web/FTP transfer	✓		
Overnight shipment of CD/DVD* of restored data	✓		Costs extra
Overnight shipment of USB* portable drive containing restored data	✓		Costs extra

