



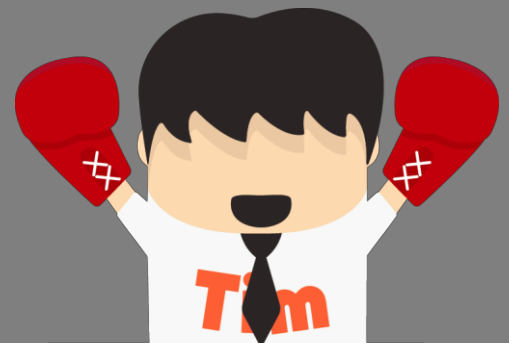
# Cloud Data Backup Technical Specification

Version 1.3

totality services  
Hyde Park House  
5 Manfred Road  
London  
SW15 2RS

[totalityservices.co.uk](http://totalityservices.co.uk)

t: 020 3744 3105



The totality services cloud data backup service provides London's small & medium size businesses with secure online backup for data, files and server applications - this includes critical business data such as documents, but also application software such as Microsoft Exchange Server and Microsoft SQL Server.

The solution performs 1 full backup followed by incremental nightly backups to 3 fully managed, ISO accredited Tier 3+ UK only Datacentres in London, Leeds & Manchester. All files & data can be easily restored, therefore giving your business total peace of mind - knowing all your business data is safe, compliant, fully secure and easily accessible.

## Features

- A range of backup storage options available from 10GB to 20TB+
- Point-to-point SSL communication between server and client
- Choice of different encryption algorithms, e.g. Two Fish, Triple DES, Advanced Encryption Standard (AES)
- Choice of different encryption modes, e.g. Electronic Cook Book (ECB), Cipher Block Chaining (CBC)
- A random initialisation vector and iteration counter are generated automatically during encryption
- Each backup can restrict online access to files to a pre-defined list of IP addresses
- Automatic scheduling of backups
- Backup of open files
- Quick recovery of lost files, including single file restores
- Support for multiple Operating Systems Applications:
  - Windows Server
  - Microsoft Exchange
  - SQL
  - MySQL
  - Oracle Database
  - Mac, Linux & UNIX



## Security & replication

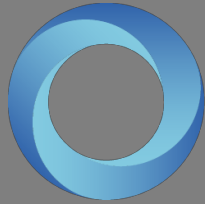
The backup service is delivered from 3 Tier 3+ ISO27001 accredited UK Datacenters, which includes multiple internet feeds with automatic BGP redundancy, uninterruptable power supplies, fire suppression systems and 24/7 manned security.

All data is backed up to a primary Datacenter, and then replicated to another 2 Datacentres in the UK (between London, Leeds & Scotland). This means that even with something like a natural disaster at one of the Datacentres, you'll never run the risk of any data loss, as we can easily login and restore any lost data to any location required, provided the hardware is available.

The backup architecture is optimised for performance, non-disruptive maintenance and service reliability - providing the highest availability and maximum data security. High-end storage equipment is located in all 3 physically secured Datacentres for optimum business continuity and uptime of the service.

### Security & replication features

- The delivery of the backup service is controlled by ISO27001
- Advanced Security Management policies and procedures in place
- The backup service includes robust security technology, using 256-bit AES encryption, and SSL certificates to ensure data is optimally protected
- Network security at all Datacentres is enhanced by multiple resilient firewalls
- Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- The state-of-the-art Datacentres are managed on a 24/7 basis, by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance



totality  
services

totality services  
Hyde Park House  
5 Manfred Road  
London  
SW15 2RS

[totalityservices.co.uk](http://totalityservices.co.uk)

t: 020 3744 3105

