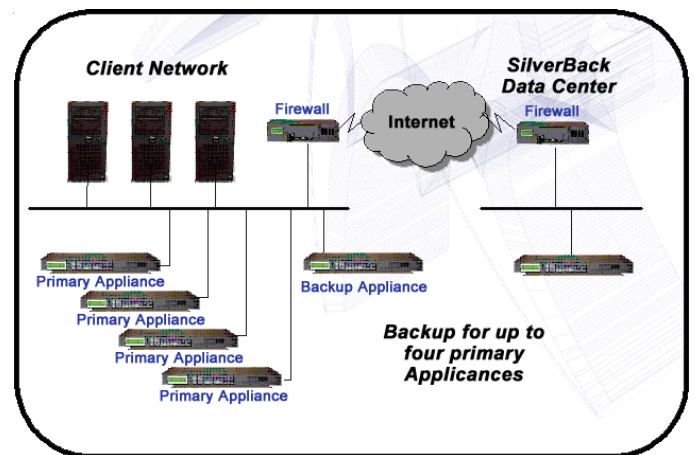


## SilverBack Disaster Recovery

SilverBack Technologies® Disaster Recovery service is available to ensure that critical IT and security data is preserved and easily recovered in the event of a hardware failure. SilverBack continually monitors the health of your Appliance(s) and responds to alerts within 30 minutes. In addition, the primary SilverBack Appliance sends a snapshot of its database to the secondary or backup Appliance on a daily basis. For solution providers that have multiple Appliances residing in a NOC environment, up to four SilverBack Appliances can be backed up to a single secondary Appliance. The backup Appliance resides on the same network segment and is connected, but operates in “passive” mode. Any service disruption to the primary Appliance automatically alerts the SilverBack support center. In the event of a hardware failure, SilverBack technicians will remotely activate the backup Appliance and begin the data recovery process. The backup Appliance assumes the identity of the primary Appliance (or Appliances) and takes over all polling and monitoring capabilities. This procedure minimizes data loss and ensures business continuity of critical processes. Backup and recovery does not require onsite assistance from a SilverBack technician. The Disaster Recovery service also includes Priority Support, which provides 24x7 telephone support and access to technical support resources. This service is available for SilverBack’s High Availability Hardware option for those providers who demand the utmost levels of protection.

### Benefits

- Increased investment protection for SilverBack IT and security monitoring solutions and associated hardware
- Ensures business continuity of mission critical data
- Access to knowledgeable professionals who are familiar with SilverBack, as well as certified on other network, system, security and Windows technologies
- Guaranteed 30-minute response time on first notification
- Priority hardware replacements by next available carrier transport
- Fulfillment of a critical corporate disaster recovery requirement



*With SilverBack’s Disaster Recovery service, data backup and recovery are handled 24x7 from SilverBack’s Data Center*

### High Availability Hardware Option

SilverBack also offers a high availability hardware solution for solution providers that require additional levels of risk management. High availability hardware includes an HP ProLiant DL380 G4 with dual hot-swap SCSI disk, dual network cards, redundant fans, dual power supplies, battery powered write cache and Lights Out Service Management Pack. Disaster Recovery services for high availability hardware are also available for this platform as well.

### About SilverBack

The choice of the VAR500, SilverBack helps product-focused resellers transform into recurring revenue based services operations. Its ServiceAccelerator™ franchise program combines IT and security monitoring software with the company’s proven sales, marketing and operations best practices to help partners see immediate success. SilverBack enjoys an unprecedented 81% annual reorder rate.

### Features

- 24x7 system monitoring
- Automated daily backups
- Backup capability for up to four primary Appliances
- Data recovery less than 2 hours from failure determination
- 24x7 system management, including operations, administration and maintenance
- 24x7 telephone support and access to technical support resources
- Weekly offsite storage for added redundancy
- Service can be used in tandem with SilverBack High Availability Hardware

### Requirements and Specifications

- Dedicated VPN connection
- Additional telephone line
- Rack-mountable – 16.7” x 14” x 1.7” (1U)

SB-DR 08/05

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