

Sunrise Services LLC Business Continuity Overview

Our Business Continuity solution is a *good value* if you never need it and *PRICELESS* if you do.

Is your data truly safe? From network crashes to unforeseen acts of nature, you never know what's lurking, ready to wipe out your business' files and data at a moment's notice—crippling your company for weeks, months, or even years.

Complete peace of mind.

Introducing the Sunrise Services Business Continuity Solution. We automatically backup your data daily, storing it at multiple offsite locations to ensure your data remains safe and completely secure. In the event of any data loss, our dedicated network specialists will have you back up and running in record time to ensure your business doesn't miss a beat.

The Sunrise difference.

You shouldn't have to pick and choose the protection you get. That's why Sunrise offers the most complete package available on the market. It's a difference you can count on.

Sunrise Business Continuity Services	Built-in SBS/Windows Backup	Symantec Backup Exec	StorageCraft ShadowProtect	Sunrise Business Continuity Services
Backup of all system files and data on server	✓	✓	✓	✓
Flexible scheduling and notification of backup jobs		✓	✓	✓
Imaged based backup, not utilizing expensive and unreliable tapes			✓	✓
Monitoring of backup jobs via Sunrise Managed Services		✓		✓
Bare metal recovery of Windows servers in minutes			✓	✓
Incremental backups as frequently as every 15 minutes			✓	✓
Standby Server decreasing downtime from days to hours				✓
Web-based offsite storage of data in East- and West-Coast datacenters				✓

Solution Details

Near Real-Time Backups

Our “Incremental Forever” methodology captures all changes to the initial image in increments of 15 minutes. The Incremental Forever technology not only backs up recent datasets but also allows end users to reconstruct the state of their data as it stood at the end of various 15-minute restoration points. This level of forensic and auditable data recovery may satisfy various regulatory requirements (such as HIPAA and GLBA) for data retention and data record reconstruction, and also serves stakeholders such as supply chain planners, warehouse analysts, auditors, and legal counsel.

On-Site Standby Server

If any of your servers fail, our server virtualization technology embedded in the Network Attached Storage (NAS) allows customer servers and applications to be restored and rebooted in less than 30 minutes in most cases. As you may sometimes endure a wait of several days in order to receive replacement servers from vendors, your NAS can have your business up and running. The NAS multitasks so that, even while functioning as a Standby Server, it can continue to back up data from other devices plugged into the NAS. Our technology thus allows you to remain in business without any significant loss of data backup, server functionality, or application downtime.

A Complete Image

We generate an image of all hard drive partitions via an agent, which is warehoused on the NAS device physically located at your location. The data is stored using AES-256 bit encryption and compressed. We employ a block-level, not file-level, backup, which means that data is captured at the level of 1’s and 0’s. Block level data is raw data which does not have a file structure imposed on it. Database applications such as Microsoft SQL Server and Microsoft Exchange Server transfer data in blocks. Block transfer is the most efficient way to write to disk and is much less prone to errors such as those that result from file-level backups. Additionally, block level backups are not affected by open files or open databases. The block-level image is an exact digital duplicate of the on-site server.

Intuitive and Flexible Restoration

A good backup system should allow for quick and flexible restores. Our solution allows for recovery of files, folders, partitions, mailboxes/messages, databases/tables using a quick and intuitive process. In case of a complete server failure we do support a bare metal restore to new hardware which has a different configuration, hardware and drivers as compared to the failed server. Our 15-minute incremental based backup allows restores to be done from any point in time, allowing for multiple versions of files, folders, messages/mailboxes, database/tables to be restored.

24/7 Managed Solution

Our 500-person Network Operations Center (NOC) monitors your NAS units and the attached servers 24/7. Failed processes generate immediate alerts to *our engineers*, who often remotely correct errors within minutes of receiving notification. In case of more serious NAS issues, we will conduct repairs at your site. If any NAS units are irreparably damaged or destroyed, at an additional cost we will overnight ship replacements—pre-loaded with all stored data—directly to your location.

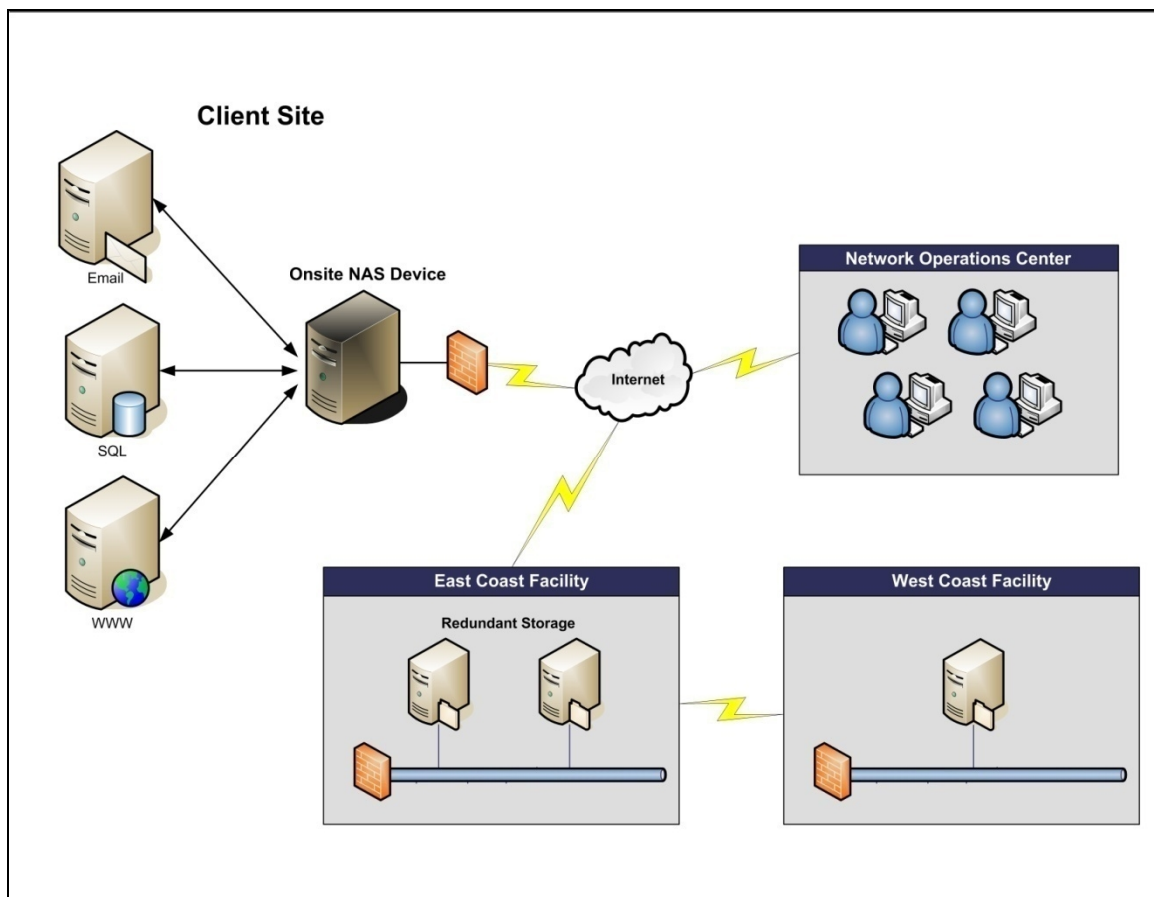
Secure Remote Storage

After imaging the servers to which it is attached, the NAS device then creates an independent 256-bit encrypted tunnel and transmits the imaged data to a secure offsite location where it resides in an encrypted, compressed format. That remote site then replicates again to an alternate data center, creating a total of three copies of the data in three geographically distinct regions. Since the data is encrypted and only you have the key, no one has access at any of the remote storage facilities.

Transmitting data to a remote site is a key component of business continuity planning. It guarantees that, in case of physical damage to the client's network or NAS, or even regional disaster, the data is safe in uncompromised locations. Encryption is an important step in the process of transmitting data between the NAS and the remote sites, because it greatly reduces the risk of data loss incidents that plague magnetic tape and prevents man-in-the-middle attacks during transmission. We employ the 256-bit Advanced Encryption Standard (AES) algorithm because it has never been broken and is currently considered the gold standard of encryption techniques and render transmitted data immune to theft.

Secure Bandwidth Throttling Transfer

Transmission itself occurs over your Internet connection, and can easily be configured to minimize bandwidth consumption. Our NAS leverages Adaptive Bandwidth Throttling, which only utilizes unused bandwidth or allows us to set an outbound limit. Our UDP based smart transfer technology utilizes a host of innovative algorithms to speed up data transport and resume from failure. We can therefore exercise fine control over the data imaging and transmission processes.



Business Continuity Models – A Size for Every Site!

Scale to fit your needs.

With three models to choose from, our business continuity solution can scale to fit your needs. The number of servers and data capacity are the primary factors in selecting the right product. All three offer the same software components to insure your data is as safe as possible.

Model Specifications	Basic	Advanced	Ultimate
Data Storage Capacity	900GB	2TB	4.5TB
Number of Servers Supported	3	8	16
Form Factor	Tower	Tower or 2U Rack	2U Rack
Memory	8GB	8GB	16GB
Standby Server Acceleration		X	X

For more information about our services, or to speak with a member of our team, please contact us at

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