



ATEGO CLOUD BACKUP FACT SHEET



WHAT IS ATEGO CLOUD BACKUP?

ATEGO Cloud Backup is a data protection service offered by Pantropic. It allows customers to do an online backup of their critical business data and store it offsite on Pantropic's backup infrastructure hosted at a secure datacenter in Singapore.

WHAT IS THE CORE TECHNOLOGY USED?

ATEGO Cloud Backup is based on the award winning Asigra TeleVaulting™ platform famous for pioneering agentless backup. Being agentless means there is no software agent that needs to be installed on the target machine that is being backed up. Since 1986 Asigra has been at the forefront of online backup and the software is currently in version 9.0.

HOW DO I BACKUP ONLINE?

Customers can use their existing DSL lines to do a completely automated and scheduled backup of their servers, desktops, and laptops, usually during the night when their internet connection is less busy.

WHAT IS BACKED UP?

The system only backs up the data blocks that have changed since the last backup so the size of each daily backup is often quite small. The system also automatically de-duplicates common files and compresses the data before it is sent across the Internet. This reduces the time required to do a backup, and reduces the amount of storage capacity you need to subscribe to.

IS MY DATA SECURE?

The data itself is encrypted using your choice of AES128 or AES256 during transmission "in flight" and while at rest on the system. AES256 is double the current Singapore Internet banking standard. Only the customer holds the encryption key, so not even the service provider can read your data. Don't lose your key!

WHERE IS MY DATA STORED?

Currently, your data will be stored in our locked server rack co-located at a Tier III datacenter in Singapore. This means there is power redundancy, network and physical security, and environmental controls including cooling and fire suppression. There are also

multiple Internet connections and a fully redundant internal infrastructure of switches and routers.

HOW IS MY DATA STORED?

Your data will be stored on direct attached storage (DAS) using RAID 5 disks. A second copy of your data is then replicated to an external backup system in the same rack, so there are always at least two copies of your data. If you subscribe to the local storage option, there would effectively be three copies of your backed up data at all times. Plans are now underway to do real-time replication of all the data held in the DS-System to another datacenter for an added level of protection in the unlikely event the first datacenter has a failure.



HOW DO I KNOW MY BACKUP IS GOOD?

Firstly, when you define your backup sets, you select who you want to be notified by email of a successful or failed backup, or a backup done with errors.

Secondly, the system performs numerous self checks during the daily System Admin process and the "autonomic healing" process. The system searches for malformed headers, orphaned files, logical errors, and invalid library links among other things. If it finds an error it will try and fix it and/or fetch another copy of the file to be sure it has a valid copy of the data.

Thirdly, customers can schedule a 'restorability validation' job to completely reassemble, decompress, and decrypt a file and check its digital signature against the original. This should provide 100% peace of mind that the data is backed up properly.