C&W Easy Backup

Ensure the continuity of your business with a backup copy: it is simple, scalable, and secure, with a quality service at an affordable cost.

C&W Easy Backup is a solution for backing up and restoring information online for both end-user devices and servers. This solution is part of those services oriented to implementing the IT business continuity strategy.

This service may be provided in two modes:

- **Cloud Easy Backup**
  Remote online backup service on C&W's Cloud. This service is mainly for end-user devices, such as PCs, Macs, Tablets, and Windows servers.

- **On-Premise Easy Backup**
  Local backup service through a physical device that can be replicated on C&W's cloud and is oriented to the backup and recovery of servers.

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Benefits

- High levels of availability at an affordable cost.
- Reduces support and licensing costs.
- The automation of copying and the recovery process are simple tasks.
- Support 24/7 by qualified and certified staff.
- State-of-the-art infrastructure.
- Savings in training and hiring specialized IT staff.
- Web Portal that allows for the self-management of the security copy.
- Contracts that ensure Service Levels.
- Recovery from disasters from anywhere.
- Availability 24/7.

Cases of use (Backup)	Cloud Easy Backup	On Premise Easy Backup
PCs	X	X
Smartphones and Tablets	X	X
Windows servers (File and folder)	X	X
Windows servers (all other cases)		X
Linux servers		X
Unix servers		X

C&W Easy Backup clients have the following key advantages:

Features of the Easy Backup Cloud service

- Service provided through a Self-management Portal for clients.
- The service is provided in quotas of GB for the backup of information.
- The management user can create and modify accounts without limits and allocate the quota available to these accounts.
- Users can define their own information backup policies and access their accounts from their devices or remotely via web.
- Supports the mass distribution of agents and the configuration of policies from the control panel.
- Allows for making security backup copies and recovering folders or individual files.
- Includes security functionalities that allow the administrator to locate devices and remotely delete their content in case of loss or theft.
- In file and folder mode, files are stored indefinitely and with version control. The solution will only consider the largest version of a file against the account's quota.
- Changes to files in Live-Protect mode are synchronized online.
- Three levels of data encryption: Locally (256 bit AES), in Transit and At Rest.

Features of the Easy Backup service on the premises

- Service provided through an appliance in service mode installed in the client's facilities. This service is managed from a self-management portal for clients.
- This appliance may be replicated to a secondary appliance in our datacenter.
- Appliances may be provided in a virtual or physical manner in the client's facilities.
- Support to servers and end-user devices.
- Compatible with multiple Windows, Linux, and Unix platforms, among others (see compatibility matrix).
- Support for backing up physical or virtual machines.
- Support to application backups, such as Databases and Exchange.
- The service is defined by the number of TB protected and provides the client with full flexibility regarding the definition of backup policies.
- The physical capacity of the appliance is double the value protected in TB. This ensures that the client will be able to protect this data regardless of the policies adopted because the appliance can duplicate and compress data.
- Appliances are available from 1TB to 88TB of data protected by unit.
- Virtual appliances are not limited to these sizes.
- There are three levels of data encryption: Local (256 bit AES), In Transit, and At Rest.
- Archiving functionality to a disk with library with the content indices.

Our Customer Service Center (CSC) and our Network Operation Center (NOC) operate 24/7, 365 days a year. They ensure the operation through a single Service Level Agreement (SLA).

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