

the situation:

After 2 years of backing up manually to CD, I knew there were better systems out there and that we needed to improve our process. We are a small business and I manage the office by myself. While our business is small, I store a large amount of data; workbooks, proposals and MYOB financial files. I didn't have the time for manual backups, and knew I had to find a reliable solution.

In search of an automated backup process we invested in tape hardware and a leading backup software brand. The technician who installed this system promised 'we'd never have to worry about backups again'. However this process had its own set of issues and during the 18 months we used this system, I spent hours of my time on the phone to the technician trying to resolve ongoing problems. Sometimes the backups worked and sometimes they didn't. I didn't trust this system and decided to look at other options.

In the past, file transfer to an external hard drive was our backup procedure. Being such a manual and time-consuming process, this realistically only got done every few weeks – not ideal considering the complex design files I work on daily.

disadvantages to this process:

CD-Rom Backup

- backup discs can be scratched or damaged
- manual backup is time-consuming and relies on staff involvement
- backup discs usually stored onsite

Tape Backup

- retrieval of backup data is cumbersome
- offsite storage is an additional expense
- upfront investment in hardware and the backup software

the Datagard solution:

Our IT Consultant was the one to suggest Datagard as an alternative to our current process. Being dissatisfied with the tape system we had been using for the past 18 months, I agreed and he downloaded and installed the Datagard client.

Now I can see how simple effective backups should be. I can trust the fact my work is backed up and ready to restore if I need it.

When I have needed to contact Datagard for support, they have always been available. It is also very pleasing to have the phone answered and be able to actually speak to someone!!! Not so easy to achieve in this day and age with call centres. The technical staff are so 'on top of things' and extremely patient. The monthly fee is well worth the customer service that is given. It really is quite unusual to get this sort of service nowadays.

advantages:

- no hardware requirements
- data is stored offsite in a business-grade data centre
- automated backups: saving time and money
- accessible customer support by email and phone