

# **SOLUTIONS FOR SMALL BUSINESS**

Report Series

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## **Online Business Continuity Solutions for Small Businesses Comparison Report:**

**A Sampling of Online Business  
Continuity, Disaster Recovery, and  
Backup Solutions Designed for the  
Small Business Community**

**Online Business Continuity Solutions for Small Businesses  
Comparison Report: A Sampling of Online Business Continuity, Disaster  
Recovery, and Backup Solutions Designed for the Small Business Community**

NOTE: This is not an exhaustive survey of all available offerings.  
It is meant to provide readers with an idea of the solutions that are available.

**Solutions listed in Alphabetical Order**

In this companion report to the SFSB Business Continuity Strategies for the Small Business Market report, the editors of BizTechReports.Com have assembled a sampling of offerings that have been specifically configured to address the needs of the small business community.<sup>1</sup> While it is not an exhaustive report, it does provide small business owners and operators with a fair idea of the types of offerings that are available to this important segment of the market. This is a document that we will periodically update to include new offerings and solutions as we become aware of them.

Understanding this segment of the market is critical as small businesses continue to become an increasingly important part of the economy. Even so, most experts report that the low end of the market is lagging larger organizations in developing business continuity. Many owners and executives wrestle with a perceived lack of return on investment as the reason for not having a telecom disaster recovery strategy in place.

The good news is that analysts at market research firm Frost & Sullivan have found evidence that pro-active business continuity planning is actually on the rise among small businesses due to the increase in number and magnitude of natural and man-made disasters over the past five to seven years. This pro-active approach, and an increasing dependency on communications technologies to conduct business, is specifically contributing to growth in demand for disaster recovery (DR) technologies.<sup>2</sup>

It is also interesting to note that the Business Continuity Institute (BCI) conducted a survey in 2009 (and is currently conducting a second one) that examined supply chain resilience for enterprises of all sizes. The survey stresses that a majority of businesses experienced supply chain disruption within the past 12 months and felt they were only partially successful in getting their business continuity needs adopted through their supply chain. The report suggests that business continuity plans are not only important for individual businesses but the business with which they do business.<sup>3</sup>

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<sup>1</sup> See [www.solutionsforsmallbusiness.com](http://www.solutionsforsmallbusiness.com)

<sup>2</sup> Source: <http://www.frost.com/prod/servlet/press-release-print.pag?docid=119730261>

<sup>3</sup> Source: <http://www.bcipartnership.com/BCISupplyChainResilienceSurvey2009MainReport2.pdf>

In this comparison report produced by BizTechReports.Com and commissioned by Solutions For Small Business, a complimentary service offered by the cable industry, we provide small business owners and operators with a jump start on the research necessary to evaluate, acquire and implement the important elements of effective online-based business continuity strategies.

Company	Offering	Description
<p><b>BackUp Solutions</b></p> <p><a href="http://www.backupsolutions.com/small-business-backup-solutions">http://www.backupsolutions.com/small-business-backup-solutions</a></p>	<p>Online backup designed for small business</p>	<ul style="list-style-type: none"> <li>• <b>Automatic Backups</b> -- Occur based on the schedule set by users — no need to allocate time to initiate a back-up, rotate media or securely transport backups offsite.</li> <li>• <b>Transmission Security</b> – All information is secured on user computer using advanced encryption technologies before transmission and then stored encrypted at Iron Mountain data centers.</li> <li>• <b>Physical Security</b> – Customer data is stored at Iron Mountain data centers, which have BRUNS-PAK level 9 physical security, the most secure locations in the world.</li> <li>• <b>Redundancy</b> – All data is mirrored between two geographically separate data centers to ensure availability when needed.</li> </ul>
<p><b>Geminare</b></p> <p><a href="http://www.geminare.com">http://www.geminare.com</a></p>	<p>Delivers Recovery-as-a-Service solutions to the small- and medium-size enterprise sector</p>	<ul style="list-style-type: none"> <li>• <b>Cloud Recovery</b> allows organizations to conduct business as usual during a critical server failure through automatic failover and redirection of your users to a real-time, replicated server environment in the cloud. Failover is seamless and rapid, with users and applications up and running in mere seconds, ensuring continued service for your customers.</li> <li>• <b>Cloud Storage Assurance</b> is a backup and archiving solution that affords its users the ability to store their data on virtually any public or private cloud storage platform.</li> <li>• <b>iCloudRecovery</b> allows all Recovery-as-a-Service portal users, including partners and their customers, to manage their replicated server infrastructure directly from their iPhone, affording them a real-time service response level unparalleled in the industry.</li> </ul>

<p><b>GFI</b></p> <p><a href="http://www.gfi.com/business-backup-software">http://www.gfi.com/business-backup-software</a></p>	<p>GFI Backup</p>	<ul style="list-style-type: none"> <li>• <b>Backup 2010 -- Business Edition</b> – Business backup software with restore capability. Using a central web-based administration console, business backup policies can be configured and implemented in a single task. Moreover, users can also create their own personal backup and restore tasks, over and above the ones implemented by the administrator.             <ul style="list-style-type: none"> <li>○ Centralized, safe and dependable business backup and restore solution</li> <li>○ Data synchronization</li> <li>○ Combined data backup and end-user synchronization abilities</li> <li>○ Web-based administration interface</li> <li>○ Notifications on task success/failure/warnings</li> <li>○ Detailed logs of all backup operations</li> </ul> </li> </ul>
<p><b>i365</b></p> <p><a href="http://www.i365.com/solutions/solutions-by-size/small-business.html">www.i365.com/solutions/solutions-by-size/small-business.html</a></p>	<p>Small Business Solutions – EVault backup and recovery</p>	<ul style="list-style-type: none"> <li>• <b>SaaS (Software-as-a-Service) Online Backup Solutions</b> – Secure, efficient, automated online backup and recovery via the Internet. Enterprise-class data protection without additional capital or IT expenses.</li> <li>• <b>Managed Service Solutions</b> – Backup and store data, fully encrypted, in SAS 70-certified data centers.</li> </ul>
<p><b>IBM</b></p> <p><a href="http://www-01.ibm.com/finder/businesscenter/us/en/businesscontinuity_topic.wss">http://www-01.ibm.com/finder/businesscenter/us/en/businesscontinuity_topic.wss</a></p>	<p>Company and business partner solutions for small- and medium-size businesses can deliver continuity and recovery solutions designed to mitigate the risks and costs associated with service interruptions and unplanned downtimes, ensuring regulatory compliance and a resilient, secure and dynamic infrastructure</p>	<ul style="list-style-type: none"> <li>• <b>Storage Manager FastBack</b> -- Next-generation data protection and recovery software solution quickly restores any amount of Microsoft Windows server data, anywhere in the organization, from any previous point in time, following almost any type of data loss.</li> <li>• <b>Information Protection Services – Remote Data Protection</b> -- Provides automatic protection of data for business continuity, disaster recovery and compliance protection for remote and branch offices.</li> <li>• <b>Continuous Data Protection for Files</b> – Real-time, continuous data protection solution automatically backs up your most critical files onto file servers and transiently connected machines the moment the files are saved.</li> <li>• <b>System Storage DS3200</b> – An external storage enclosure specifically designed for SMBs that addresses the top concerns of managing increasing demand for capacity, data availability and functionality.</li> <li>• <b>System Storage TS3200 Tape Library Express Model</b> – Designed for organizations that have limited physical space in their IT environments, the external 4U standalone or rack-mountable unit offers high capacity and performance technology for midrange open systems environments.</li> </ul>

<p><b>Iron Mountain</b></p> <p><a href="http://www.ironmountain.com/smb/solutions-for-small-and-medium-business-solutions.html">http://www.ironmountain.com/smb/solutions-for-small-and-medium-business-solutions.html</a></p>	<p>Solutions for small and medium-size businesses</p>	<ul style="list-style-type: none"> <li>• <b>Records Management and Storage</b> – Helps SMBs manage paper records strategically and efficiently, to reduce costs and risks of document management while simultaneously ensuring full access to business-critical information.</li> <li>• <b>Information Protection and Availability</b> – Safeguards company information on servers, laptops, desktops or removable media. Offers usage-based payment plans. On demand access to data.</li> <li>• <b>Destruction and Secure Shredding</b> – Helps small- and medium-size businesses securely destroy data and physical records to maintain compliance, and to ensure the privacy of customer and employee information.</li> </ul>
<p><b>Mozy</b></p> <p><a href="http://mozy.com/assets/301/MozyPro_Datasheet.pdf">http://mozy.com/assets/301/MozyPro_Datasheet.pdf</a></p>	<p>MozyPro Online backup for businesses</p>	<ul style="list-style-type: none"> <li>• <b>Encryption</b> -- All user data is encrypted locally with military-grade encryption prior to transfer via a 128-bit SSL connection. Users can choose a managed encryption key or a personal key for added security.</li> <li>• <b>Data Centers</b> -- All data centers employ state-of-the-art security and are SAS70 or ISO 27001 certified and, where applicable, adhere to European Union Safe Harbor Privacy Principles.</li> <li>• <b>Near Continuous Data Protection</b> -- Automatically detects and backs up new/changed files.</li> <li>• <b>Alerts</b> -- Administrators may create customized email alerts on their account's backup health to send to their email address on a daily/weekly/monthly basis.</li> </ul>
<p><b>Symantec</b></p> <p><a href="http://www.symantec.com/about/news/press/20100525_01">http://www.symantec.com/about/news/press/20100525_01</a></p>	<p>Company's Protection Suite advanced business edition</p>	<ul style="list-style-type: none"> <li>• <b>Business Continuity</b> -- Combines security and backup and recovery software technologies to deliver complete information protection and keeps SMBs' desktops, servers and applications running smoothly in case of disruption. Customers are proactively protected with real-time security intelligence from the Symantec Global Intelligence Network, which provides early threat warnings and automatic backups when new threats emerge.</li> <li>• <b>Management</b> -- Enables SMBs to purchase and manage backup, recovery and security for the entire organization in a single suite. The suite can be quickly deployed with minimal disruption to a customer's IT environment.</li> <li>• <b>SaaS (Software-as-a-Service)</b> -- SMBs can deploy on-site and SaaS technologies with add-on options for hosted email and Web security from Symantec Hosted Services. These SaaS offerings help SMBs secure and manage email and Web traffic through a single Web-based management console, while greatly reducing the need to manage hardware or software for messaging security on-site.</li> </ul>

<p><b>VMware</b></p> <p><a href="http://www.vmware.com/files/pdf/partners/dell/dell-smb-disaster-recovery-solution-brief.pdf">http://www.vmware.com/files/pdf/partners/dell/dell-smb-disaster-recovery-solution-brief.pdf</a></p>	<p>Solutions for small- to medium-size businesses</p>	<ul style="list-style-type: none"> <li>• <b>Solutions for SMBs – All-in-One Solutions for Small IT Environments</b> -- Designed especially for small IT environments with fewer than 20 physical servers, the VMware vSphere Essentials Edition delivers enterprise-class capabilities in a cost-effective solution package for organizations that want to optimize and protect their IT assets with minimal up-front investment.</li> <li>• <b>Storage VMotion</b> -- Eliminates the need to schedule application downtime due to planned storage maintenance or during storage migrations by enabling live migration of virtual machine disks with no disruption to users or loss of service.</li> <li>• <b>Data Recovery</b> is a new disk-based backup and recovery solution that delivers quick, simple and complete data protection for your virtual machines. Designed for SMBs, it is fully integrated with the VMware vCenter Server to enable centralized and efficient management of backup jobs, and also includes data de-duplication to save on disk storage for your backups.</li> </ul>
<p><b>Zenith InfoTech Ltd</b></p> <p><a href="http://www.zenithinfotech.com/en/Solutions/Backup%20and%20Disaster%20Recovery.aspx">http://www.zenithinfotech.com/en/Solutions/Backup%20and%20Disaster%20Recovery.aspx</a></p>	<p>Company provides an out-of-the-box solution that addresses multiple requirements of the backup, disaster recovery and business continuity needs of small- and medium-size business environments</p>	<ul style="list-style-type: none"> <li>• <b>Disk-based BDR</b> device deployed onsite at client location.</li> <li>• <b>Built-in Virtualization</b> software that provides a standby server if a server fails.</li> <li>• Features that enable the recovering of a single email, mailbox, file or database.</li> <li>• <b>Redundant Datacenters</b> replicate data offsite coupled with services to recover data in case of site failure.</li> <li>• <b>24x7 Monitoring and Maintenance of NAS</b> device through Network Operations Center (NOC) on select models with various service plans.</li> <li>• <b>Comprehensive 3-year Warranty</b> standard with each BDR.</li> </ul>
<p><b>Zmanda</b></p> <p><a href="http://www.zmanda.com/cloud-backup.html">http://www.zmanda.com/cloud-backup.html</a></p>	<p>Zmanda Cloud Backup (ZCB)</p>	<ul style="list-style-type: none"> <li>• Solution backs up Windows servers, desktops and live applications, such as Microsoft Exchange and SQL Server to Amazon's online storage facility.</li> </ul>