

Why Backup?

A Lesson in Data Protection



Whom to contact

If you have questions regarding the Why Backup White Paper, please contact:

VERITAS® Software Corp.
North American Sales Headquarters
400 International Parkway
Heathrow, FL 32746
1-800-327-2232 (US and Canada)
407-531-7501 (Outside the US)

Introduction

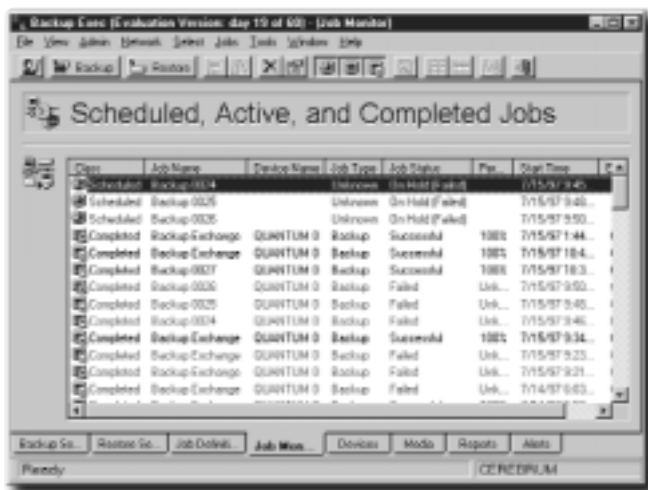
Today's small business owners are tomorrow's industry leaders. To be successful, smaller companies need to focus on the business of doing just that – business. If mission critical data is unavailable for a day due to a computer malfunction, it could mean the loss of a sale. If that same data is unavailable for days or weeks due to the theft of your computer, it could mean even higher losses. What would happen to a small business' revenues if the office encounters the disastrous effects of a flood or fire? How long could a small business survive without the information needed to make competent business decisions?

If you are like most business owners, you made an intelligent choice and insured your office and its contents against disasters like the ones mentioned above. However, are you protected against the loss of your business records if your office computer is destroyed? Most of the data stored inside your computer is unique to your business and cannot be repurchased. The insurance companies call it "intellectual property" and you may have a policy that will compensate you for the hardware if it is lost or stolen, but the information itself will be gone. Which means your staff cannot access the information needed to make competent business decisions. In addition, all of the customer history, the inventory and tax records, and the accounts receivable, would have to be re-entered consuming days or even weeks of man-hours.

Fortunately, you can protect your business from this type of setback by simply doing what large corporations do everyday. Backup your data from the computer to another device, such as a tape drive. Sound simple? Well, it is with the right software. In fact, the best way to protect your business' intellectual property and maintain its consistent availability is to perform regular and reliable backup sets of your computer's data.

Choosing the Right Software

After deciding to implement a good backup strategy, a small business owner must choose the right tool for the job. If unsure of what backup programs are available, they can turn to a computer professional or a value-added reseller of computer products for advice. These professionals know which software companies are providing the best products for the money and can assist any small business in making the right decision.

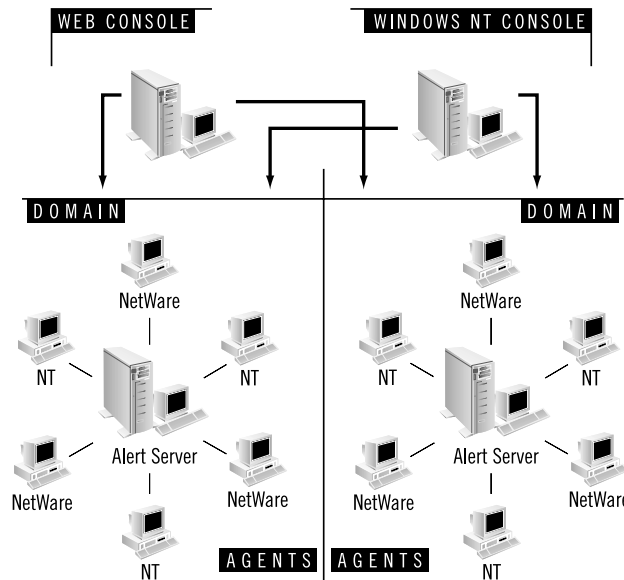


VERITAS® Agent Accelerator™ Technology speeds backup and restore operations, while integrated job monitoring allows you to check job status on all active, completed, and scheduled jobs on the server.

As any computer professional knows, a good comprehensive backup program is one of the most important software purchases a small business owner can make. The most prevalent reason for this is that computers can and do breakdown. When this happens, mission critical information becomes unavailable. A good backup solution can ensure that the information stored on a computer will be available when it's needed. A small business owner looking to protect and maintain the consistent availability of the company's data should choose a backup solution that offers the following features.

Future Compatibility

As a small business grows, so does its need for faster access to and better protection of the core information. The computer industry has recognized this and has responded with computer systems designed with the growing business in mind. These small, but powerful computers known as “servers” allow easier and faster access to shared information. For example, several employees in different offices can access the same files that are centrally located on the server via their respective desktop computer or “client”. This form of “client/server” computing is fast becoming the standard in the business world for companies both large and small.

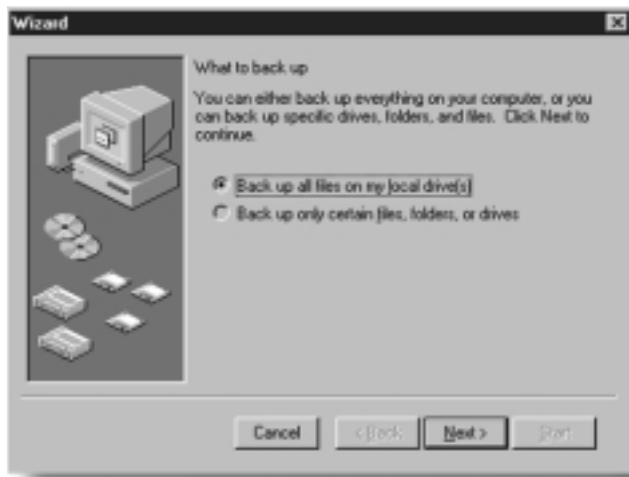


In a client/server environment, the information most crucial to the success of the business is usually located on the server, a good backup program must be able to protect all of the data on the server effectively. The backup software must be designed to protect not just the company's business information, but all of the user-defined parameters that allow the server to be tailored to fit a specific business model. This will ensure a safe and complete restoration of the server in case of a malfunction. It must also accommodate the complexities of the most popular software applications and server operating systems. A good gauge that today's backup solution will be compatible with tomorrow's technology would be support for Microsoft's Windows NT.

For most new servers, Microsoft is setting the pace. The Windows NT operating system is quickly becoming the server operating system of choice for many companies. A backup solution must be designed to accommodate the Windows NT operating system's architecture, now and into the next millennium. It must also have the ability to read and write to the industry's standard tape formats, such as the Microsoft Tape Format. This will ensure that tomorrow's backup programs will read the tapes created today.

Ease of Use

Over time, a small company's need to access decision-making information grows even more constant. Vehicles such as e-mail and the Internet allow this information to be accessed twenty-four hours a day. Protecting this information is very important. Therefore, reliable backups must be performed daily, but without sacrificing the availability of mission critical data. A backup solution must be simple enough to use so that human error does not become a factor and the backup process occurs each day and without fail. If a backup program is too difficult to use, people who are not technically inclined tend to avoid using it, thus leaving the information and the business unprotected.



Integrated Wizard Technology provides step-by-step operation so you can reliably protect all your valuable data.

The best backup programs take the guesswork out of the data protection process. Backup programs like these use on-line cue cards known as “wizards”, that prompt the user for the information needed to complete a given task. In addition, a good backup program will include an easy to understand scheduling feature that allows the data protection process to take place at the user's discretion. This feature is important as it lessens the impact on the efficiency of the business, since the backup routine can be scheduled to commence after hours.

Databases and e-mail

For any business that is interested in uninterrupted access to its information, backing up a database or an e-mail program is sometimes difficult. The reason for this is mainly due to the complexity of these types of applications. Databases and e-mail programs are so elaborate that most backup solutions demand that these types of programs be closed before they can be properly backed up. This kind of backup strategy renders the database or e-mail system unavailable until the process is complete. This could mean hours of downtime if the files in question are large. The best backup solutions will be able to protect a database or an e-mail system, such as Microsoft's SQL server and Microsoft's Exchange server, while they are still open and in use. This backup technique keeps the company's mission critical information protected and consistently available for use.

Restoration

Backing up the information on the server is only half of the process that keeps a small business' information protected and available. From time to time due to malfunctions or unintentional file deletions, it becomes necessary to restore information back to its original place on the server. This all-important task should be just as simple as backing it up. A good backup solution will walk the user through each step of the restore process, ensuring that the lost files are replaced properly using the most recent backup set. With the right program, restoring lost information is simple and easy when the server is functioning well. However, if the server must be repaired or replaced due to a fire or flood, then the restoration process will take longer and becomes more difficult. The best backup solutions have remedies for these types of disasters.

Backup Exec™ Intelligent Disaster Recovery™ provides complete peace-of-mind and flexibility to selectively recover data to ensure your information is available when, where, and how you want it.



Disaster Recovery

A small business does not have to endure the wrath of a fire or flood to encounter the effects of information inaccessibility. A power surge caused by near-by lightning strikes could render a server useless. A computer virus or just plain human error can do the same thing. Having a disaster recovery plan for any situation is a good idea. One aspect of a good plan is to include a backup solution that can help get a small business' information system back on-line quickly.



100% compatibility and seamless integration make the Backup Exec™ Small Business Server Suite from VERITAS the most powerful and easiest to use suite of data protection tools for the Microsoft Small Business Server

Disaster recovery technology is an option with most backup solutions, but one that should be considered essential for any small business that is concerned about saving time and money. Whereas the primary purpose of backup technology is to protect and restore data and software applications, the primary purpose of disaster recovery technology is to restore the operating environment and data quickly.

During the recovery process, a small business' information becomes unavailable. A good backup program will have disaster recovery technology intelligent enough to recover the server quickly and to exacting detail, returning it to its "everyday" state. This method is called "point-in-time" recovery. Simply put, after the recovery process is complete, the server is returned to a state equal to what it was at the point in time of the last backup session.

The Bottom Line

As any small business grows, its success further depends upon the availability of reliable information. Protecting this information should be paramount. Server operating systems are becoming more complex and backup applications must respond to these evolutionary changes. A small business owner must carefully select a backup solution that delivers a strong foundation for future compatibility, ease of use, and intelligent disaster recovery. It must be able to perform its daily tasks without affecting the consistent availability of the information needed to make day to day competent business decisions. The right backup strategy keeps life's little surprises from having an impact on the bottom line.

Backup Exec™ from VERITAS® provides a reliable backup solution completely integrated into the console of Microsoft's operating system providing a single data protection solution for backup, restore, disaster recovery and virus detection. Meeting the needs of a small business today and into tomorrow.



VERITAS Software
Corporate Headquarters
1600 Plymouth Street
Mountain View, CA 94043

North American Sales Headquarters
400 International Parkway
Heathrow, FL 32746
800-327-2232 or 407-531-7501
407-531-7730 Fax

Global Locations

United Kingdom
0800-614-961 or
44-(0)870-2431000
44-(0)870-2431001 Fax

France
33-1-41-91-96-37
33-1-41-91-96-38 Fax

Germany
49-(0)69-9509-6188
49-(0)69-9509-6264 Fax

South Africa
27-11-448-2080
27-11-448-1980 Fax

Australia
61-(0)2-9955-4088
61-(0)2-9955-7682 Fax

Hong Kong
852-2507-2233
852-2598-7788 Fax

Japan
81-3-5532-8217
81-3-5532-0887 Fax

Malaysia
603-715-9297
603-715-9291 Fax

Singapore
65-488-7596
65-488-7525 Fax

China
011-8610-62638358
011-8610-62638359 Fax

Electronic communication

E-Mail:
sales@veritas.com

World Wide Web:
<http://www.veritas.com>

90-00703-910 • NW06-BEQAWPR-9901

© 1999 VERITAS Software Corporation. All rights reserved. VERITAS is a registered trademark of VERITAS Software in the U.S. and other countries. The VERITAS logo is a trademark of VERITAS Software in the U.S. and other countries. VERITAS products and services are registered trademarks or trademarks of VERITAS Software. All other names and trademarks are the property of their respective owners. Specifications and product offerings subject to change without notice. Printed in USA. August 1999.