



TELUS Desktop Backup

data protection for your PCs

reliability, affordability, simplicity

Your office PCs and laptops are key productivity tools, but they are at risk if not fully protected from data loss. Unfortunately, incomplete protection is today's business reality – most office backup systems are used only intermittently, if at all. Without regular backup, all your data can be at risk from hard disk crashes, natural disasters, theft and other catastrophes.

Help is at hand with TELUS Desktop Backup service by Connected, the leader in PC data protection. This Internet-based backup-and-retrieval solution works for all your computers. Unlike traditional methods such as Zip drives and rewritable CDs, TELUS Desktop Backup does not require user intervention. Our solution automatically backs up your data from any PC at the frequency you specify. You can access the service any time, from any location – office, home or on the road. You simply log in, point and click. It's that easy.

TELUS Desktop Backup is part of our suite of Business Resiliency solutions, which address the key infrastructure needs of our clients. These solutions help you meet reliability challenges with end-to-end services designed to sustain core IT infrastructure and ensure business continuity.

the best for your business

TELUS Desktop Backup eliminates the possibility of lost data and lost productivity. You can automate the backup process, which makes it easy for users and promotes full compliance with backup policies. Our service maintains a complete snapshot of the PC, so data can be restored in case of a hard disk crash, loss or theft. TELUS Desktop Backup helps your organization maintain productivity by:

Protecting PC data. Automatic back-ups are vital to protecting your data from viruses, hackers, hard-drive crashes, power failures, accidental deletions, theft and user errors. Traditional methods like Zip drives and re-writable CDs don't fully protect you from data loss as they are manual and your data is usually left at your place of business. TELUS Desktop Backup saves your files on a remote server.

Ensuring access to your data. You can access all your files from any computer anywhere, using only a Web browser and Internet connection.

Reducing costs. Traditional methods are not easy to use, nor are they economical. With TELUS Desktop Backup you do not have to purchase storage media for your backups. Our monthly subscription model means that costs are predictable and controlled.

Resolving problems quickly. Users and IT personnel can quickly repair any PC software problem, such as damaged or corrupted configurations, applications and settings. Healing can be done automatically by both users and remote IT staff.

Enhancing data security. Before leaving your PC, your data is triple-DES encrypted – an advanced encryption standard used by many banks.

Ensuring a sharper focus on your core business. Because TELUS Desktop Backup automates the backup process, your organization is freed from dealing with day-to-day backups so you can focus on your core business.

the Desktop Backup advantage

- Reduce your risk of data loss
- Gain worldwide access to important files
- Choose the backup frequency, folders and files to backup

the features you need

Auto Scheduler. Automatically takes a snapshot of your PC whenever you're connected to the Internet, removing the burden of manual backups. Backups run silently and in the background, while you're doing something else.

iROAM. Lets you use any Web browser to access files. You could be at a customer's office, your home computer or a PC on the road.

Delta Block file comparison technology. Backs up only the portions of each file that have changed, rather than the whole file. This reduces the backup time – especially important if you are on a dial-up line.

Send Once. Increases the speed of operation and reduces network load by storing only a single copy of files (e.g., operating system, application and data files) that are common to multiple users.

Heal. Allows your users and IT staff to restore their systems and configurations online to any point in the past, improving user productivity and reducing support centre calls.

Hands-Free Install. Lets administrators install a large number of client agents without user intervention. Hands-Free Install works independently and together with software distribution tools from vendors such as Tivoli, Computer Associates and Microsoft®.

Built-in version control. Allows you to retrieve your last nine versions.

easy to use

The first time you access the service – through an easy-to-install client application and connection to the Internet – TELUS Desktop Backup performs a full backup of the files pre-selected by the user or administrator.

You can then set the service to perform backups automatically or manually. Subsequent backups simply update the files that have changed. It takes only a few minutes, depending on the speed of your Internet connection. When you need to access backed-up data files, you launch the client application and find the files you need.

stay on top with TELUS

At TELUS, we understand that your customers, partners and employees trust you to meet their needs without fail. They need to know that your business systems are secure, reliable, available and properly controlled. Gain their confidence with TELUS Business Resiliency solutions.

Our solutions cover the complete range of security, business continuity, disaster recovery and consulting services to help your business plan for and defend against malicious attacks, and respond to disasters. Our goal is to provide your business with the economies of scale and sophisticated IT infrastructure enjoyed by the world's largest organizations. TELUS offers you an integrated suite of best-in-class applications and a full range of communication products and services, saving you from having to deal with multiple vendors.

Count on the TELUS team to help you select the TELUS Business Resiliency solution that supports your business needs.