



# Reliability, Backup, and Archival Overview

## Fast Personalized Technical Support

- Expert technicians are on-call 24 hours a day, 7 days a week, 365 days a year to handle all emergencies.
- Get help by phone, email, or Support Ticket.
- Get fast responses to all your questions.
- Extensive on-line Members' Help

## Dependable Infrastructure

- Comprehensive redundancy in all our systems to ensure reliable service and data storage
- Guaranteed availability
- Hot-swappable SCSI RAID 5 disk arrays
- Redundant inbound email servers
- Constant connectivity and power
- Fast repair

## Reliable Backups

- Access to frequent backups of your critical data
- Daily and weekly backups
- Backups to tape
- Free restores
- Customized options for Dedicated Server and Platform clients



## Easy Access Archives

- Inbound and outbound archival
- Automated email folder management and archives
- Backup email folders and downloads
- Temporary and permanent archival solutions
- Storage-Only and Compliance Controls options