TAPES (CURRENT)

Tape technology is widely used but has known drawbacks.

1. HIGHLY MANUAL = HIGH COST
   Tapes must be handled every single week even with a large tape units. The human component makes this process expensive and worse yet prone to error and oversight (tapes are not loaded in timely manner or not loaded correctly). In addition, tapes are often inadvertently damaged in the handling and loading process.

2. HIGHLY AUTOMATED = FALSE SENSE OF SECURITY
   Ironically, the functions that can be automated can also lead to a false sense of security. Tapes are loaded (manual effort above) with the expectation that the back-up processes runs perfectly. Back-up software can provide large error logs for minor errors hiding large errors amongst 'the weeds'.

3. TAPE RECOVERY IS GENERALLY NOT TESTED
   Recovery from tape to ensure a full system recovery is often not attempted due to complexity and system constraints by end users and IT Staff. The result is often a 'hope it's OK' mentality out of circumstance and necessity

4. TAPES ARE SENSITIVE AND PRONE TO ERROR
   Tapes are sensitive and prone to error. Given the large number of tapes and the age of the tapes, it is likely that several of the back-up sets (groups of tapes making up a full back-up) have errors that would be considered significant and would slow down or hamper any recovery effort. This is the primary reason consumers have moved from Beta, VHS, Cassette and 8-Track to Digital media. Tape stretches and fades.

5. RECOVERY OF FILES FROM TAPE IS DIFFICULT
   The recovery from tapes is very manual and even with the assistance of software that manages the tape inventory, it can be very difficult and time consuming. In the best case, the effort takes days given off-site retrieval and loading of tapes which usually requires at least two requests for tapes.

DIGITAL (PROPOSED)

Digital back-up technology was not economically feasible until most recent advances in advanced storage devices. It is now possible to have the security and additional features/benefits of digital storage at about the same cost as tape back-up.

TBC provides a digital back-up solution called TBC DataWise™. TBC is proposing the digital back-up solution with all of the following features:

1. TIER III, SAS-70 COMPLIANT DATA CENTER
   TBC stores data at a Tier III, SAS-70 compliant data center in Houston, Texas to segregate data from the primary TBC Data Center at the Phoenix and Scottsdale i/o locations. Second back-up to at least one other location at same quality data center.

2. FULLY ENCRYPTED AND SECURED USING ULTRASAFE
   All data is locally encrypted, transmitted, and then backed up using Department of Defense level 1024 bit encryption. TBC offers the UltraSafe option (This will provide client a private key which provides the highest level of security and ensures nobody can view the data. (Note: Under this option, password reset is NOT an option and a key that is lost is irretrievable)).

3. ALL VERSIONS OF DOCUMENTS KEPT AS LONG AS ACCOUNT IS ACTIVE
   Data is backed up and all prior version of any document are retained. Most data recovery requests are for accidentally deleted, corrupted or lost documents. With TBC DataWise™, a document can be retrieved by a user for any period of time during which the service was active. (Note: charges are assessed only on the largest version of the document).

4. 100% RECOVERY GUARANTEED
   The backups are digital and not subject to the general faults and issues encountered with manually based tape or other offline media.

5. EASY RECOVERY OF FILES
   Files can be recovered using the TBC DataWise™ portal by any authorized user. When authorized, files can be retrieved to any web enabled device (PC, tablet, smart-phone, etc.) on the spot.

6. FILES CAN NOT BE DELETED
   Files deleted at the workstation or server level are not deleted from any back-up on TBC DataWise. As noted above, most recovery requests are for accidentally deleted files. As opposed to other digital back-up solutions that will delete those files from the back-up as well, TBC DataWise™ will not allow the accidental or intentional deletion of a file by a user.

ALTERNATIVES

The most popular or well-known alternatives include Mozy, Carbonite, IBackup, Dropbox (limited size), etc. Here is the drawback for every one of these:

1. NO VERSIONING
   They keep some versions but certainly not all historical versions (DataWise™ keeps ALL versions forever and only charges for the most recent/largest size version)

2. FILES DELETED
   Majority of file recovery is for accidentally deleted files. Other back up solutions all delete the back-up as well. DataWise™ will never delete a file.

3. NO EASY SHARING
   DataWise™ allows the sharing of a secure file link for oversized files to anyone with a simple email (very useful for most users who face size limits for email attachments)

4. FULLY ENCRYPTED
   Most secure solution available and known location (SAS70, HIPPA compliant solution and data center locations)