

Cobweb PC Backup – Service Description

Cobweb PC Backup provides small and medium sized businesses with online backup for all the business critical information held on your desktop PCs and laptops. The Cobweb PC Backup service provides an easy-to-use backup tool and data restore capability over the internet to and from a remote data centre location.

The service allows you to schedule automatic backup plans, restore lost files and provides monitoring reports and logs. The service ensures that your business data is safely under control and securely available from any appropriate internet connected device.

Cobweb PC Backup is a secure, automated backup service that intelligently backs up any important data to a fully managed, ISO accredited Tier 3+ UK data centre. The service can create a backup of the data on all your desktop PCs and laptops irrespective of their location.

1. Introduction

Cobweb PC Backup provides software that is easy to deploy and simple to use. The management of the service is streamlined via the intuitive “Cobweb Control Panel” self-care administration portal.

By making use of intelligent file selection, important files are automatically protected. Built-in version control is provided and allows documents to be restored to the state in which they were saved.

Functionality/Features	Cobweb PC Backup
A range of backup storage options available*	*Chargeable
Microsoft Operating System compatibility, XP, Vista, Windows 7. Apple MAC OS-X compatible.	√
Secure encryption of data (128-bit/256-bit AES). Each user is issued with a secure encryption key to ensure 100% security of data on devices. The encryption key is only known by the end user, so nobody but the end user can open the backup data on the backup server.	√
Automatic scheduling of backups	√
Backup of open files	√
Quick recovery of lost files	√
Single file restore	√
Automatic file versioning	√

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System state backup	√
Data import	*Chargeable

The backup process is conducted via the Internet to our secure ISO27001 accredited Tier 3+ UK data centre. Once setup and configured the service operates in a fully automated way, offers unrivalled ease-of-management and supports various operating systems.

2. Administration

Administration is provided through the web-based “Cobweb Control Panel” self-care administration portal.

Functionality available to customer administrators through the “Cobweb Control Panel” includes:

- Add new users
- Edit existing users storage quota
- Disable user accounts
- Order additional services.

3. Service add-on Options

The following chargeable service add-ons are available for the Cobweb PC Backup service.

1. Additional storage

4. Security

Cobweb PC Backup service is delivered from a Tier 3+ ISO27001 accredited UK data centre, which includes multiple internet feeds with automatic BGP redundancy, uninterruptable power supplies, fire suppression systems and 24/7 manned security.

The architecture is optimised for performance, non-disruptive maintenance and service reliability providing the highest availability and maximum data security. The high end storage equipment is located in a physically secured data centre for optimum business continuity and uptime of the service.

- The delivery of the Cobweb PC Backup service is controlled by our ISO27001 Information Security Management policies and procedures
- Cobweb PC Backup service includes robust security technology, using 256-bit AES encryption, and SSL certificates to ensure data is optimally protected
- The network security at the data centre is enhanced by multiple resilient firewalls
- Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- Our state-of-the-art data centres are managed on a 24/7 basis, by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance.



5. Access Methods

Access to the Cobweb PC Backup service is available through the following two client options.

5.1 PC & Laptop Client

A Microsoft Windows or Apple Mac based client application provides each user with the ability to specify which files are backed up, set the standard backup schedule and restore backed up data as required.

- The PC client warns if there is insufficient space allocated on the backup storage platform before each backup is performed. If this situation occurs the user must upgrade their service to the next storage tier.
- For administrators that wish to lock down the configuration options of the client, e.g. which file types to backup or exclude from backups, a bespoke client can be configured and built. This client customisation is a chargeable service.

5.2 Web Client

The web-based client allows users to retrieve any backed up file from any internet connected PC. Users must provide their identification credentials and the user defined encryption key.

6. Service Term

The Cobweb PC Backup service has a minimum term of 12 months from the date the service is first activated.

7. Data Ownership

At all times the data stored within the Cobweb PC Backup service is the property of the customer.

In the case of service termination all customer data will be deleted from the live service infrastructure following the 30 day cancellation notice period. Cobweb takes no responsibility for the content of data uploaded to the Cobweb PC Backup service.

8. Data Restore

All backed up data can be easily restored from either a Windows, Mac or Web based client. The actual restore times will depend on the speed of your connection.

9. Service Level Agreement

Cobweb shall use reasonable care and skill when providing services but does not guarantee that the services shall be continually available to the customer.

With the requirements of professional business users in mind, Cobweb PC Backup is designed for high uptime and availability.

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10. Support

- The service is supported 24/7 via email and online support for all severities and in addition by telephone for severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed within 24 hours
- Severity 2, 3 and 4 incidents will be progressed during core hours of business – including service setup/configuration with “Cobweb Control Panel” and billing support by telephone
- Access to support is for two named Company Administrators per customer account

10.1 Support Hours

- a. Core hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK Public Holidays

The Cobweb PC Backup service is a powerful but simple to use data backup service that scales from single users to large enterprises. The service infrastructure is built to enterprise standards and scales to tens of thousands of users and terabytes of data.

Delivered as a fully managed service you will never have to worry about accessing or the integrity of your organisations data ever again. With predictable monthly costs, the service provides a known total cost of ownership for your data backup needs.