

CUSTOMER SATISFACTION

ProServe Solutions has a 95% customer satisfaction approval rating.

CUSTOMER QUOTES:

"I love every part of your service"

Flo Carozzolo
North Tonawanda

"Our experience with ProServe has been nothing but TOP QUALITY SERVICE, their quick response when we had a business critical problem was unbelievable."

Bernadette Szymanski
Controller, FPPF

For more information on any of our products or services please visit us on the Web at:
www.proserve-solutions.com

eBackup & Recovery Solutions

You can't gamble when it comes to protecting company data. Security measures have been implemented to protect against intruders and to perform regular backups to let you recover from system failures, virus attacks, or natural disasters. But if you're relying solely on tape backup for disaster recovery, no doubt you've already wondered if you really have the means to get your systems and data back on line before a disaster inflicts serious damage to your business viability. Can you really afford to take disaster recovery risks with your corporate data?



"Data is one of two irreplaceable corporate assets, second only to loss of life," writes Dennis Wenk in an article in the Disaster Recovery Journal (Winter 2004, "Is 'Good Enough' Storage Good Enough for Compliance?"). While comparing data loss to loss of life might seem outrageous, the article goes on to state, "Research has shown that 50 percent of companies that lose critical systems for more than 10 days never recover, 43 percent of companies experiencing a disaster never reopen, and 29 percent of the remaining close within two years. That's the death of a corporation."

ProServe Solutions delivers automatic, transparent backup that ensures data, applications and systems are reliably protected from common user error, hardware failure, deletion, potential disaster and malicious attack. Integrated scheduling offers administrator controls to perform backups continuously in real time or automatically on a routine basis for both files and database data set. ProServe Solutions Remote backups integrated scheduling performs daily, weekly, bi-weekly or monthly backup at a specific desired time for optimize backup operation and network resource utilization.

The **eBack up & Recovery solutions from ProServe** can help instill greater confidence by reviewing and validating the backup process, including the daily delivery of your data via the Internet to a remote data center that is equipped to maintain and guarantee its recovery capability. Our Remote backup solutions include the following:

- **Fast recovery for files and email**
- **Virtualization of failed servers decreasing downtime from days to hours**
- **Built-in archiving to rid yourself of costly tapes, offsite storage facilities and downtime while waiting for restores**
- **24x7x365 monitoring and management**
- **A qualified business continuity plan that satisfies your banking and insurance requirements**
- **Automation minimizes risk and errors associated with manually maintaining your systems**

We maintain your business integrity and continuity!

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YOUR INFORMATION TECHNOLOGY PARTNER
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