



Data Sheet

IDrive online backup

The trusted online backup and sync solution for businesses

A recent Forrester report suggested that businesses are not protecting their computers and remote offices sufficiently; and the traditional tape backup scenario is prone to a lot of catastrophes such as loss of tapes due to theft or just plain data loss. A Gartner study even pointed out that businesses with dozens or hundreds of remote servers frequently delegate remote backup responsibilities to non-IT professionals (a night clerk at a hotel, for example).

What if this is not done right?

Of what use is a backup if it can't be retrieved in one piece when needed? What good is a local tape backup if it cannot help retrieve data during a crisis, especially in cases where even just a few seconds of downtime can be extremely detrimental for business?

These are a few of the aspects that IDrive addresses in its 'software as a service' strategy.

IDrive alleviates the challenges faced by many [small businesses](#) that fail to recognize the importance of data protection.

Facts

- SMB's today are embracing online backup as an alternative to tape backups since tape backups have been known to fail during critical restores, are expensive to manage and are prone to theft.
- The worldwide public cloud services market is projected to grow 17.5 percent in 2019 to total \$214.3 billion, up from \$182.4 billion in 2018. *(Source: Gartner)*

Proven scalability

IDrive manages petabytes of storage and can rapidly accommodate the ever-increasing needs of millions of users.

Proven reliability

When users entrust their data to us, they know IDrive will back it up with minimal action required on their end. It's hassle-free so they can carry out their routine activities uninterrupted.

Stringent data security procedures

IDrive's foremost philosophy has been simple, safe backups. We take your data security extremely seriously. With 256-bit AES encryption employed to transfer and store data in the data centers, your data is in safe hands.

Call us today at **1-855-815-8706** on business days

Technical Support: 6:00 AM to 11:30 PM PST • Billing and Sales: 6:00 AM to 6:00 PM PST



Features tailor-made to suit your requirements

Security

- **256-bit AES encryption** - Your data is encrypted using AES 256-bit encryption on transfer and storage.
- **Private key encryption** - IDrive allows you to encrypt your data backups using a self-defined private key.

Performance/flexibility

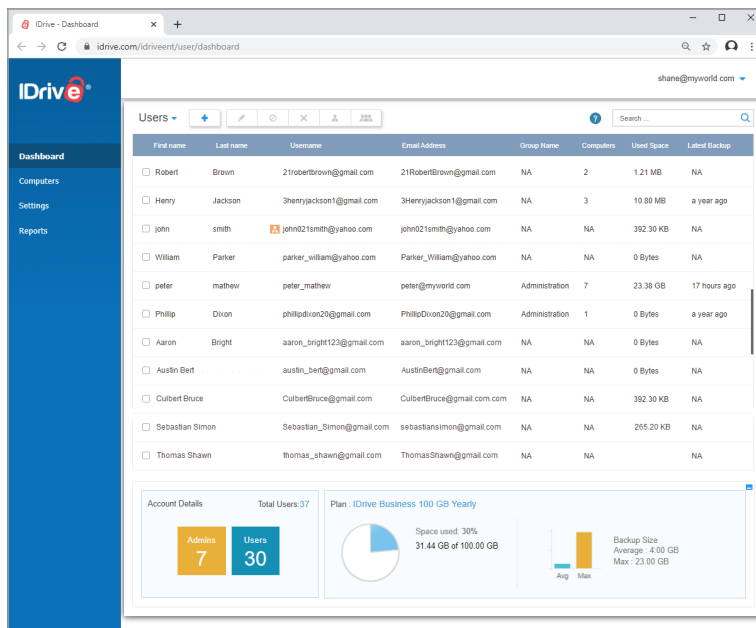
- **Instantly sync files across all linked devices** - Modify files on any device and the updates are immediately available on all linked devices.
- **Snapshots** - Historical view of your data stored in IDrive allows you to perform point-in-time recovery. In case of a ransomware attack, you can restore your files by selecting a timeline before the infection.
- **Search and retrieve your backed up and synced files** - Locate any crucial business document backed up to your IDrive account or synced across linked devices and retrieve it conveniently.
- **Open file backup** - Allows you to backup your open email files (such as the PST files of Microsoft Outlook).
- **Incremental backups that transfer only the modified portions of your files** - Extremely fast data transfers during backup and sync.
- **Server backup** - Backup [MS SQL server](#), [MS Exchange server](#), [VMware](#), [Hyper-V server](#), [MS SharePoint server](#), [Oracle server](#), [System State server](#), and [Office 365 Mailbox](#). Also, backup your [Linux servers](#) with the help of easily scriptable and customizable online backup solutions.
- **IDrive® BMR** - Enable high-performance bare-metal disaster recovery for both physical and VMware machines, including features such as KVM-based virtualization, cloud replication, and snapshots.
- **Simple, fast, reliable data transfers with superior performance** - Conserve your bandwidth usage with a provision to adjust it.
- **Data protection** - 256-bit AES encryption while transferring and storing data to any external hard drive.

Ease-of-use

- **Automated backups and real-time sync** - You don't have to be in front of a computer, IDrive works quietly in the background.
- **Web-based data retrievals** - You can access and retrieve backed-up data and synced files anytime, anywhere.
- **Audit trail for your backups** - Easy-to-use dashboard helps view detailed backup and restore logs.



IDrive for businesses



Dashboard

- A centralized web console to manage desktop backups, restore files to corresponding computers, modify application settings, etc on your connected computers.
- Create new user accounts, add them to groups, view information about each user's storage utilization, and check on the health of their backups.
- Create policies with required settings and propagate them to any particular group of users. Also, push changes to backup sets and settings across all devices easily.

Physical security of our infrastructure/security of your data

The IDrive application is hosted at world-class data centers in the United States, which provides the physical environment necessary to keep the servers up and running 24/7. These world-class facilities are custom designed with raised floors, HVAC temperature control systems with separate cooling zones and seismically braced racks. They offer the widest range of physical security features, including state-of-the-art smoke detection and fire suppression systems, motion sensors, 24/7 secured access, video camera surveillance, and security breach alarms. There is a proper DR (disaster recovery) system in place to ensure that even in the worst of circumstances, your data is safe with IDrive so you can retrieve it with minimal downtime.

Network security

We conduct periodic third-party reviews of the network infrastructure to check for known application and service vulnerabilities.

Professional customer/technical support

A strong technical team powers IDrive, who are available 24/7/365 and respond to queries using email/live chat/telephone.



IDrive as 'software as a service'

IDrive is available as a downloadable desktop client utility. It is also supported on most Windows variants like Windows 2012 server, 2008 server, 2003 server (Service Pack 2) and also on the Mac operating platform (MacOS Sierra, Mac OS X 10.9 Mavericks or greater). For further details on IDrive's compatibility with your operating platform or the operating platform used within your organization, visit:

<https://www.idrive.com/online-backup-download>

IDrive's commitment to enhance the user experience

Every feature of IDrive has been considered keeping in mind the view that IDrive backups should be simple and a 'no-brainer'.

- Backups, once scheduled, commence automatically and you can monitor the status closely.
- Backup and sync have full and accurate progress reporting.
- You are notified upon the successful completion of operations.

Contact IDrive

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Support

Within USA

1-855-815-8706

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1-818-485-4333

Technical Support:

6:00 AM to 11:30 PM PST

Billing and Sales:

6:00 AM to 6:00 PM PST

Monday to Friday

Department Extensions

Dial **1** for Support

Dial **2** for Sales

Dial **3** for Billing

Dial **4** for Partners

IDrive online backup - In a nutshell...

- Easy **subscription plans** for small to large businesses and enterprises.
- Scheduled and automated backups, and instantaneous file syncing, coupled with the web interface ensure data availability at all times.
- Works on multiple variants of Windows and Mac.
- 24/7 free **technical support**, via chat, email or over the phone.
- Unlimited scalability.
- Industry-standard, military-grade 256-bit AES data encryption, world-class data centers, and third-party network infrastructure audits.